

EMPLOYMENT CLASSIFICATION: FULL-TIME
DEPARTMENT: COMPLIANCE
FLSA CLASSIFICATION: NON-EXEMPT
REPORTS TO: DIRECTOR OF COMPLIANCE

POSITION OVERVIEW

Observe gaming operations as well as examine, evaluate, and monitor controlled materials, including gaming software and equipment, to ensure adherence to all applicable regulations and internal controls, policies, and procedures for entities subject to Gaming Commission oversight. Conduct inspections of gaming software and equipment and investigations into potential violations of regulations, policy, and procedure. Support department operations by assisting with policy and procedure development and training fellow Compliance Agents.

ESSENTIAL JOB FUNCTIONS

The information provided below encompasses the functions and capabilities linked with this position.

Duties and Responsibilities

The individual in this position is expected to engage in the following work-related activities.

- Observe, document, and report on gaming operations to ensure compliance with applicable regulations, Minimum Internal Control Standards (MICS), Standard Operating Procedures (SOPs), and other policies and procedures.
- Review casino project plans to ensure compliance with applicable regulations, MICS, SOPs and other policies and procedures.
- Develop and recommend internal procedures to maintain effective department operations.
- Verify, control, inspect, test, and audit a variety of controlled materials, including gaming software and equipment.
- Ensure gaming operation compliance through use of specialized software and tools.
- Control access to gaming machines for maintenance, installation, operation, access, and removal, including required reporting.
- Respond to gaming machine malfunctions and related customer disputes.
- Verify jackpot outcomes.
- Investigate, document, and request remedy for gaming operation violations of regulations, and assist with auditing.
- Complete required documentation regarding controlled materials in accordance with procedures.
- Provide support for gaming machine installations and associated documentation.
- Conduct investigations regarding non-compliance, gaming operation integrity, and/or Tribal assets, including interviewing witnesses and preserving evidence.
- Collect gaming license badges as a result of suspensions or terminations of Pechanga Resort & Casino employees.
- Assist with specialized research necessary for investigations, policies, and waivers, as well as technical and regulatory based decisions.
- Assist with training fellow Compliance Agents in Standard Operating Procedures and effective methods for carrying out daily duties.
- Other duties as assigned.

Skill Profile

The individual in this position is expected to possess and exhibit the following knowledge, skills, and abilities.

- Demonstrate a commitment to and value for conducting oneself in accordance with highest standards of integrity and ethical behavior in compliance with all applicable laws, rules, and regulations.
- Maintain working knowledge of applicable casino database programs, software verification programs, and collateral verification firmware/equipment, and class II and III gaming devices.

- Maintain working knowledge of gaming regulations, as well as internal policies and procedures.
- Maintain working knowledge of table games strategy, advantage play methods, and slot machine platforms.
- Exhibit advanced investigative skills and abilities, including interviewing witnesses, pulling relevant data from gaming systems/equipment, preserving evidence, identifying discrepancies and inconsistencies, establishing facts, drawing valid conclusions, and recognizing potential violations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions in the context of standard situations with common, predictable variables.
- Demonstrate a high degree of accuracy and attention to detail in all tasks.
- Ability to read, analyze, interpret and apply technical procedures, government regulations, financial reports, and legal documents.
- Ability to effectively communicate information and ideas, as well as compose clear, effective, and grammatically correct reports, witness statements, and business correspondence appropriate for the intended audience.
- Ability to carry out basic mathematical computations, including add, subtract, multiply, and divide in all units of measure; using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; and to draw and interpret bar graphs.
- Ability to work in a professional manner in an environment with individuals from many different cultures and backgrounds.
- Ability to work both independently with minimum direction and as part of a team.
- Working knowledge of MS Office, including document creation and editing in Word, messaging and calendaring in Outlook, and performing routine tracking and basic computations in Excel.

Capability Requirements

The following capabilities are required to perform the essential functions of this position.

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Understand, remember, communicate and apply routine and complex regulations, oral and/or written instructions and factual information.
- Maintain sustained concentration on computer screens, and use keyboards and a variety of peripherals.
- Maintain sustained concentration and focus in a moderately noisy environment.
- Sit, stand, and walk for extended periods of time, as well as climb stairs periodically, and stoop, kneel and bend occasionally.
- Possess full range of motion and utilize fine motor skills, including reaching above or below the shoulder, and having finger dexterity and the ability to twist hands or wrists repetitively.
- Exert up to 30 pounds of force occasionally and/or up to 15 pounds of force frequently, to lift, carry, push, pull, or otherwise move objects.
- Recognize, interpret, and respond to variety of competing and isolated sounds with a variety of sources, pitch, quality and loudness.
- Sufficient vision to complete tasks requiring depth perception and color vision both close and far away.
- Tolerate working in a confined space for prolonged periods of time with sustained exposure to moderate noise and tobacco smoke.
- Tolerate occasional exposure to extreme heat or cold.

Minimum Qualifications

The following are required of an employee in this position.

- Three years' experience and/or training in a similar position, or equivalent combination of education and experience.
- High school diploma or general education degree (GED).
- Current PGC Class "A" Gaming License.
- Ability to periodically travel locally, regionally, and nationally to trainings and other events.
- Ability to work days, evenings, and nights.
- Must be age 21 or older.
- Requires passing background check, credit check, and drug screening upon hire.

ACKNOWLEDGEMENT OF EXPECTATIONS

I have read and understand the essential functions of this position, including the necessary capabilities, and can perform these with or without reasonable accommodation. I understand that I can request a reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities for this position may change in the future, with or without notice. Additionally, I consent to the exclusive jurisdiction of the Pechanga Band of Luiseno Indians and the rules of its Gaming Commission.

Employee Name

Employee Signature

Date