

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: OPV00422221

DATE POSTED: 11/18/21

POSITION NO: 242132

CLOSING DATE: 12/03/2021 by 5pm

POSITION TITLE: Gaming Agent

DEPARTMENT NAME / WORKSITE: Navajo Nation Gaming Regulatory Office /Flowing Water Navajo Casino /Hogback, NM

WORK DAYS: Shift Schedule REGULAR FULL TIME: GRADE/STEP: BQ64A

WORK HOURS: Varies PART TIME: NO. OF HRS./WK.: _____ \$ 45,226.08 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 21.66 PER HOUR

NON-SENSITIVE TEMPORARY:

DUTIES AND RESPONSIBILITIES:

Under general supervision, performs work of moderate difficulty in monitoring casino activities; ensures compliance with all Federal, State, and Navajo Nation gaming laws and regulations and maintain Internal Control Systems to ensure integrity of games and transactions; Monitors casino floor and casino games including tables games, bingo, etc., to ensure compliance; Observes employees, customers and transactions and writes incident reports, violation reports and report logs; follows up on operations corrective actions; monitors customers and employees to ensure there is no cheating or use of illegal gaming devices; monitors all transactions involving gaming money, observes and monitors casino's secured areas; Issue badges as approved by the NNGRO Licensing Manager; Reviews and checks all logs (for example, the key control logs to ensure all keys are accounted for and document key usage); assist in the surveillance room when needed; provides escort when needed; Monitor and observe tables games to ensure no cheating; observe for suspicious activity involving money; may review surveillance footage to ensure compliance with established policies and procedures; conducts investigations of patron disputes, possible violations of policies and procedures, and/or violations of Navajo Nation Gaming Laws, Regulation or State-Tribal Gaming Compact provisions. Follow internal NNGRO policies and procedures. Ensure the safety of the patrons and employees. Ensures the protection of assets. Maintain effective working relationships. Occasionally, perform slot compliance activities. Prepares reports and collects statistics.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A high school diploma or GED; and four (4) years of investigation, regulatory and/or closely related gaming work experience; or an equivalent combination of education and experience.

Special Requirements:

- A favorable background investigation.
- Must possess or have the ability to obtain a valid gaming license/certification from the State of Arizona, New Mexico and/or the Navajo Nation Gaming Regulatory Office.
- Possess a valid state driver's license.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Depending upon the needs of the Nation, some incumbents may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment: Knowledge of the following: Federal, State, and Navajo Nation regulations, Navajo Nation Gaming Ordinance, casino internal controls and operational procedures, documentation/recordkeeping principles and practices, monitoring techniques for possible illegal gaming practices and devices, surveillance equipment and its usage, public relations/customer service practices and procedures, and general security practices and procedures. Skill in the use of personal computers and software programs, written and oral communication necessary for documenting and reporting incidents, and explaining gaming practices. Skill in observing and monitoring employees to ensure compliance with internal controls and management practices and procedures. Excellent reporting writing skills. Proficiency with personal computer usage.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.