

GAMING ENFORCEMENT MANAGER

DEFINITION: Under general direction, performs work of considerable difficulty in planning and managing the gaming enforcement functions of the Navajo Gaming Regulatory Office; responsible for the day to day supervision of Gaming Regulatory Office in the absence of the Executive Director; provides guidance in maintaining the stability of the gaming operations and ensures integrity of the gaming facility; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Plans and manages gaming operations enforcement activities and ensures the integrity of such operations; reports to the Gaming Regulatory Office any failure by the gaming facility to comply with the provisions of the compact, the gaming ordinance and applicable laws and ordinances of the Navajo Nation; receives customer complaints within the gaming facility and assists in seeking voluntary resolution of such complaints; protects the public interest in the integrity of gaming activities and prevents improper or unlawful conduct in the course of such gaming activities; prepares a plan for the protection and safety of the public and the physical security of patrons in the gaming facility; participates in the review and approval of floor plans and surveillance systems; confers with the State Gaming Agency regarding the adequacy of such plans and systems; establishes and revises policies and procedures and management for Class III gaming activities in accordance with gaming compact.

Develops and maintains a list of persons barred from the gaming facility; receives complaints from employees of the gaming facility or any member of the public who is or claims to be adversely affected by an act or omission of the gaming facility which is asserted to violate the ordinance, the compact or the policies and procedures of management and operations; oversees licensing investigations for Class II and III gaming employees, gaming service vendors and persons providing gaming equipment to the gaming operations; coordinates the development and revision of licensing procedures for Class II and III gaming personnel and vendors; oversees the certification procedures for Class III gaming personnel and vendors; establishes and maintains a notification network between various gaming facilities within Arizona/New Mexico.

Assumes overall responsibility of the day to day operation of the Gaming Regulatory Office in the absence of the Executive Director; reviews and approves schedules and work assignments for the gaming enforcement and support staff; prepares and presents reports of all Gaming Regulatory Office activities to the Executive Director; develops, implements and revises policies and procedures for gaming enforcement section; assigns and reviews work of assigned staff; takes disciplinary action, when necessary; conducts performance evaluations; trains new employees; assists with the preparation of operating budget; compiles and submits required reports to the State Gaming Agency; acts as liaison between the gaming facility and the Gaming Regulatory Office; ensures confidentiality and compliance with applicable policies and procedures; performs special assignments as assigned.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- Knowledge of the National Indian Gaming Regulatory Act.
- Knowledge of National Indian Gaming Commission rules and regulations.
- Knowledge of the Arizona/New Mexico State Gaming Compact.
- Knowledge of applicable State and all gaming laws and regulations.
- Knowledge of Class II and III games.
- Knowledge of general investigation principles, practices, procedures and techniques.
- Knowledge of Casino and Navajo Nation Gaming Regulation office policies and procedures.

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Knowledge of record keeping/documentation procedures and practices.
Knowledge of personal computers, software and general office equipment use and operation.
Knowledge of general management and supervisory principles and practices.
Skill in preparing reports and maintaining appropriate records for review by upper management and Federal, State and Tribal regulatory agencies.
Skill in supervising and training subordinate staff regarding applicable policies, procedures and regulations.
Skill in establishing and maintaining effective working relationships with Federal, State, Tribal, County, and local law enforcement and regulatory officials, upper management, co-workers and the general public.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort primarily in an office setting.

MINIMUM QUALIFICATIONS:

- A Bachelor's degree in Criminal Justice, Criminology, Business Administration; and five (5) years of experience in law enforcement as an investigator or closely related work, two (2) years of which must have been in a supervisory capacity.

PREFERRED QUALIFICATIONS:

- A Master's degree in Business Administration, Criminal Justice or closely related field
- Four (4) years of experience in law enforcement as an investigator or related work in the gaming industry.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- Must possess or be able to obtain a gaming license/certification from the Navajo Gaming Regulatory Office and the State of Arizona and/or the state of New Mexico.
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.