

GAMING SURVEILLANCE MANAGER

DEFINITION: Under general supervision, performs work of considerable difficulty in planning, managing and overseeing the surveillance shift operations and activities of the Navajo Nation Gaming Regulatory Office (NGRO); ensures compliance with all federal, state and tribal gaming regulations and ordinances, internal controls, policies and procedures; 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, manages and oversees surveillance shift operations; coordinates and administers activities of surveillance staff; monitors and ensures all Tribal and State Gaming Compact, NIGC Minimum Internal Control Standards, Navajo Nation Tribal Ordinance are applied to gaming violations; reviews all surveillance shift reports and incident reports to ensure accuracy and timeliness of reporting to all appropriate NGRO staff and law enforcement when applicable; conducts regular onsite monitoring of surveillance activities and provides feedback to NGRO Executive Director and staff.

Meets with Executive Director (ED)/Gaming Enforcement Manager (GEM) to report on surveillance activities, training and personnel concerns that may affect surveillance operations; reports surveillance activities and/or status reports on surveillance incident reports, including evidence being used to support investigations by the NGRO, tribal, state or federal law enforcement agencies; provides expertise and guidance on proper techniques used in detecting cheating in casino gaming or unusual, irregular or illegal gaming activities; monitors staff performance and conducts timely performance evaluation on surveillance staff; coaches and mentors staff to increase productivity and correct deficiencies in job performance; conducts regular staff meetings to keep staff informed of operational issues.

Develops and maintains statistical data/methods to track surveillance incidents and violations; performs statistical analysis of surveillance activities and disseminates progress reports to provide status and to identify trends in compliance violations and/or patron incident identified by surveillance staff; meets with casino management as directed by ED/GEM on request for surveillance of casino employees and/or casino departments; develops and recommends new and/or revisions to internal controls, policies and procedures for surveillance operations; implements and evaluates new and revised internal control procedures; participates in and/or provides recommendations for the annual budget process.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of Arizona and New Mexico Gaming Compacts, casino games and gaming operations policies and procedures.

Knowledge of tribal and federal laws, rules and regulations regulating tribal gaming related surveillance. Knowledge of Indian Gaming Compact policies, procedures and regulations regarding casino surveillance functions.

Knowledge of computerized surveillance software.

Knowledge of Federal and State Indian Gaming laws.

Knowledge of the principles, practices of policies and procedure development and implementation.

Knowledge of the principles and practices of employee training and supervision.

Skill in using computer software to generate reports, statistical information.

Skill in preparing reports for federal/state agencies, Navajo Nation Council and management.

Skill in analyzing detailed computerized reports for accuracy and compliance.

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Skill in reviewing and developing policies and procedures to ensure accuracy and compliance with applicable laws, rules and regulations.

Skill in applying surveillance principles in an Indian Gaming setting.

Skill in reviewing and analyzing a variety of financial records/reports necessary to document.

Skill in interpreting complex statutes, procedures, rules, regulations and guidelines.

Skill in developing statistical reports in accordance with established regulatory agency guidelines.

Skill in utilizing public relations/customer service techniques in responding to inquiries and complaints from all sources.

Skill in examining and verifying a wide variety of documents and reports.

Skill in establishing and maintaining effective working relationships with governmental regulatory agencies, casino management, Navajo Nation Council, upper management, co-workers and subordinates.

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 or closely related field; and five (5) years of gaming, gaming regulatory or closely related work involving casino surveillance, two (2) years of which must have been in a supervisory capacity.

PREFERRED QUALIFICATIONS:

- A Master's degree in Criminal Justice, Criminology, Business Administration or closely related field.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- Must possess or be able to obtain a gaming license/certification from the State of Arizona and New Mexico and the Navajo Nation Gaming Regulatory Office.
- 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.