

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2018-13**

OPEN TO IN-HOUSE AND EXTERNAL APPLICANTS

POSITION:	Floor Compliance Manager
OPENING DATE:	February 16, 2018
CLOSING DATE:	Open Until Filled
DEPARTMENT:	Tribal Gaming Regulatory Authority
SALARY RANGE:	E-14; \$42,221 - \$63,331

Position Summary:

Under general supervision of the Executive Director, ensures the Pueblo of Laguna's gaming enterprise operates in accordance with Tribal, State, and Federal gaming guidelines and casino operations. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Plans, directs, oversees, and reviews work of Floor Compliance Supervisors and Floor Compliance Investigators.
- Ensures Floor Compliance Supervisors and Floor Compliance Investigators receive appropriate training to assure the required knowledge to perform job functions.
- Establishes and administers work schedules to ensure adequate staffing levels.
- Assists and evaluates Floor Compliance Supervisors and Floor Compliance Investigators to ensure customer complaints or disputes are processed in accordance to applicable gaming laws and regulations.
- Maintains open lines of communication with casino management to ensure compliance with all federal, state, or tribal gaming laws, or regulations.
- Provides comprehensive oral and written reports with recommendations to the Executive Director and/or Laguna Gaming Control Board regarding the non-compliance with any of the provisions of applicable federal, state, or tribal gaming laws, or regulations.
- Assists in fingerprinting of new employees.
- Communicates gaming policies, procedures, regulations, guidelines, goals and objectives in accordance with tribal/state compact, gaming laws, regulations and internal control standards.
- Protects the gaming facilities and operations from illegal activities and ensures the highest degree of integrity is upheld by identifying and ensuring that all individuals engaged in criminal activity are removed from casino grounds.
- Ensures the security, health, and physical safety of guests and staff by correcting and/or reporting identified hazards.
- Verifies all key gaming transactions, including cash and cash count control, gaming equipment inspections, gaming equipment controls, cards, dice, and chip control.
- Acts on behalf of the Executive Director when requested.
- Communicates issues, concerns, and recommendations to the Executive Director during regular meetings.
- Ensures integrity of all gaming through daily floor observations and periodic gaming inspections.
- Maintains professional and technical knowledge by attending relevant training and workshops and establishing networks with like programs.
- Obtains required gaming licensure within three months of hire.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

Minimum Qualifications:

- Associate degree in business, criminal justice, or related field required.
- Five years of work experience in a casino gaming or regulatory compliance monitoring environment or law enforcement setting required.
- Two years supervisory experience required.
- Bachelor's degree in business, criminal justice, or related field preferred.
- A combination of relevant education and directly related work experience may be considered.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Floor Compliance Manager is designated as a High Risk Public Trust (HRT) position.

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Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other – Must Obtain TGRA Gaming License	X

Knowledge, Abilities, Skills, and Certifications:

- Knowledge of federal, state, and Indian gaming regulations.
- Knowledge of internal and external gaming machines hardware and software functions.
- Knowledge of proper spelling, grammar, and punctuation, and math skills sufficient to carry out essential duties.
- Knowledge of records management and basic accounting procedures including cash and cash count control; gaming equipment inspections and equipment controls; and cards, dice, and chip control.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to listen to the concerns of employees and patrons and provide feedback on sensitive, confidential issues and/or provide assistance as needed.
- Ability to maintain confidentiality; to demonstrate high moral character and self-responsibility.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with vendors, employees, and patrons.
- Ability to handle multiple tasks and meet deadlines; to make solid decisions and exercise independent judgment.
- Ability to follow oral and written instruction.
- Ability to be persuasive and tactful in controversial situations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to read, analyze, and interpret complicated documents, such as technical journal, financial reports, and legal documents. This includes, but not limited to, LGCB Regulations, TGRA policies and procedures, IGRA, Pueblo of Laguna Gaming Code, State/Tribal Gaming Compacts, NIGC MICS, TICS and gaming enterprise policies and procedures.
- Skill and ability in attention to detail; to recognize inconsistencies or deviation from normal courses of action.
- Skill in computer use, including Word, Excel, Outlook, and software relevant and/or unique to program.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. ***Read instructions prior to completing application form; incomplete applications will not be considered.*** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to POLEmployment@lagunapueblo-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 22 Capital Drive; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Johanna Wade, at (505) 552-5785 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES