

**PUEBLO OF LAGUNA  
JOB ANNOUNCEMENT NO. 2017-15**

**OPEN TO IN-HOUSE AND EXTERNAL APPLICANTS**

<b>POSITION:</b>	<b>Floor Compliance Supervisor</b>
<b>OPENING DATE:</b>	<b>March 15, 2017</b>
<b>CLOSING DATE:</b>	<b>Open Until Filled</b>
<b>DEPARTMENT:</b>	<b>Tribal Gaming Regulatory Authority (TGRA)</b>
<b>SALARY RANGE:</b>	<b>NE-11; \$32,261 - \$48,381</b>

**Position Summary:**

Under general supervision of the Floor Compliance Manager, the Floor Compliance Supervisor ensures the Pueblo of Laguna's gaming enterprise operates in accordance with Tribal, State, and Federal gaming guidelines and casino operations. Supervises the Floor Compliance Investigators. Consistently applies Core Values supporting 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:**

- Monitors and evaluates gaming operations for regulatory compliance on a daily basis, maintains daily logs and prepares appropriate reports.
- Ensures gaming enterprise management, staff, and vendors are in adherence with policies, procedures, and tribal internal control standards.
- Reviews department procedures or gaming enterprise procedures and provides revision recommendations to the Floor Compliance Manager within the provisions of federal, state, tribal laws, and regulations.
- Checks logs within the casino establishments to ensure accuracy and compliance.
- Protects the gaming facilities and operations from illegal activities. Ensures the highest degree of integrity by identifying and ensuring removal of individuals engaged in criminal activity.
- Leads investigations with internal audit staff on gaming disputes or other gaming-related issues.
- Ensures the security, health, and physical safety of guests and staff by reporting identified hazards.
- Observes key transactions, including cash and cash count control; gaming equipment inspections and equipment controls; and cards, dice, and chip control.
- Verifies/Certifies, electronic gaming media and related equipment prior to installation.
- Tests and issue gaming machine licenses prior to being released for play.
- Review game performance to ensure the game is within the scope of the manufacturer's specifications and Pueblo of Laguna gaming regulations.
- Verifies and ensures the proper storage of gaming equipment and supplies.
- Assists in the handling and processing of all sensitive gaming related items.
- Provides training to new and existing Floor Compliance Investigators that includes daily procedures and verification/certification of electronic media and related gaming equipment.
- Ensures proper inventory control of all electronic media and destruction of inventory.
- Responsible for maintaining the gaming machine database which includes electronic media.
- Supervises Floor Compliance Investigators; ensures coverage for unexpected absences.
- Provides input/assists Floor Compliance Manager with performance evaluations of Investigators.
- Acts on behalf of the Floor Compliance Manager when requested.
- Maintains Gaming License throughout employment.
- Contributes to a team effort and accomplishes related results as required.
- Consistently applies the Pueblo's Core Values to support Workforce Excellence.
- Performs other duties as required.

**Minimum Qualifications:**

Four years of work experience in a casino, or gaming regulatory compliance monitoring, or law enforcement experience required. One year of supervisory experience, either direct supervision or in acting capacity, required. Associates Degree in Business Administration or Criminal Justice preferred.

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**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 Supervisor is designated as a High Risk Public Trust (HRT) position.

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, and Skills:**

- Knowledge of federal, state, and Indian gaming regulations.
- Knowledge of internal and external gaming machines hardware and software functions.
- Knowledge of records management and basic accounting procedures.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out duties.
- 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 to confidential issues or provide assistance as needed.
- Ability to maintain confidentiality.
- 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 define problems, collect data, and establish facts and draw valid conclusions.
- Ability to read, analyze, and interpret complicated documents, such as technical journals, financial reports, and legal documents. This includes, but not limited to, LGCB/TGRA policies and procedures, IGRA, Pueblo of Laguna Gaming Ordinance/Code, State/Tribal Gaming Compact, MICS, TICS and gaming enterprise policies and procedures.
- Skill in providing leadership to, supervising, training and evaluating assigned staff.
- Skill in computer use including Microsoft® Word, Excel, Access, and PowerPoint.

**Application Instructions:**

- Go to [www.lagunapueblo-nsn.gov](http://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 [POEmployment@lagunapueblo-nsn.gov](mailto:POEmployment@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 Karen Chino, at (505) 552-5778 or by e-mail at the above address.

**LAGUNA TRIBAL MEMBER PREFERENCE APPLIES**