



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Gaming Agent
Department: Bishop Paiute Gaming Commission (BPGC)
Supervised by: Gaming Agent Supervisor or Gaming Commission Executive Director
Pay Grade: NE 5 Range \$24.67 - \$32.38 / Hourly - (\$51,313.60 - \$67,357.06 / Annually) – DOQ
FLSA: Non-Exempt, Hourly / Regular; Full Time

Position Summary: Under the direction of the Supervising Gaming Agent, the Gaming Agent reviews the activities of a licensed gaming facility. The BPGC Gaming Agent will monitor and oversee all aspects of gaming as it pertains to Regulatory Compliance to ensure that all Federal and Tribal Gaming Laws and Regulations are adhered to. Gaming Agent will observe and monitor Casino operations, all gaming and non-gaming areas throughout the shift to ensure all operations are in compliance with all aspects of operations. Protect all Tribal assets by ensuring the Gaming Facility is operating in compliance with the Indian Gaming Regulatory Act, National Indian Gaming Commission Minimum Internal Control Standards, Tribal Compact, Bishop Paiute Gaming Ordinance, Bank Security Act, and the California Alcohol Beverage Control Rules and Regulations.

Indian Preference: *The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.*

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

ESSENTIAL DUTIES:

1. Understanding of Bishop Paiute Tribal Gaming Ordinance, Tribal Gaming Compact, Bishop Paiute Internal Controls Standards, and the Indian Gaming Regulatory Act.
2. Inspect, monitor, and audit day-to-day records and logs of gaming activities on a daily basis. Will report instances of non-compliant gaming activities and make recommendations to bring areas into compliance.
3. Monitors compliance by using internal controls and compliance checklist.
4. Review slot machine activity for inconsistencies in functionality,
5. Monitors customers / Team Members to ensure no cheating or illegal gaming activities.
6. Under close supervision: monitors money transfers; observes cash drop procedures; monitors use of keys for control chips; observes control chip changes and prepares appropriate documents for the changes; checks log of key control board to ensure keys are all accounted for; monitors log sheet for key usage; monitors liquor sweep; monitors customer behavior.
7. Read, analyze, and interpret regulations, documents and financial reports, and other legal documents.
8. Recommends changes to policies and procedures for effective regulation.
9. Review and audit Casino records, including accounting records for the purpose of identifying deficiencies and inconsistencies in Casino Internal Controls.
10. Monitor Surveillance to ensure compliance with established policies and procedures.
11. Write, log and track detailed activities reports for compliance violations and unusual occurrences.
12. Conduct investigations of patron disputes, possible violations of policies / procedures, and/or violation of Compact Provisions.
13. Work a flexible work schedule.
14. Assists patrons and answers general questions regarding Gaming Regulations, Policies, and Procedures.
15. Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

16. Participate in required training or certification programs to maintain and enhance subject-matter expertise.
17. Other duties as assigned by management.

The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.

The Casino is not a smoke-free environment.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- High School Diploma or GED. OR equivalent and minimum three (3) years working in an office or casino environment.
- A bachelor's degree or relevant experience in a Casino or regulatory agency is typically required.
- Will be willing to train the right individual
- Must have a valid Driver License.
- Relevant combination of experience and education may satisfy education experience.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams) or similar programs.

OTHER REQUIREMENTS:

- Must be willing to adjust to a flexible work schedule and working conditions.
- Strong organizational skills with the ability to manage multiple priorities and deadlines.
- Must have the highest integrity and adhere to confidentiality in all matters.
- Adept with a variety of multimedia training platforms and methods.
- Extremely organized with attention to detail.
- Travel may be required for training, meetings, conferences, and other events.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in Paiute language, ceremonial and cultural event recognition, etc.
- Must comply with the Bishop Paiute Tribe's organizational policies.
- Ability to communicate clearly with a high degree of verbal and writing skills, ability to deal with a high level of interpersonal skills associated with the respective Tribal, Federal Gaming Regulatory Agencies and staff.
- The individual must comply with the Driving Policy, Drug-Free Workplace, and the Pre-Employment Selection policy.
- Comply with the BPGC licensing process per the ordinance including passing the licensure process for the BPGC and an extensive background security check.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

1. *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
2. *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
3. *Analytical Skills* - Ability to analyze operational, statistical and financial information and draw logical conclusions; compare and interpret facts and figures.
4. *Communication* – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives and letters.
5. *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
6. *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
7. *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
8. *Adaptability* – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.

9. *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
10. *Organized* – the individual keeps clean and organized workspace and projects.
11. *Motivated* – the individual inspires self and others about them to get the job done and follow through on tasks.
12. *Technology Skills* – Operates various word-processing, spreadsheets, accounting, HR and database software programs in a Windows environment.
13. *Safety Oriented*- Observes surroundings to maintain a safe working environment for community members and co-workers.

PHYSICAL REQUIREMENTS

To perform this job successfully, the staff member must be able to perform each essential duty satisfactorily. The demands described here are representative of those encountered while performing the essential functions of the job.

- Ability to tolerate areas containing secondary smoke, bright lights, noise and stand for long periods of time.
- Occasionally is required to climb or balance; stoop, kneel, crouch or crawl.
- Ability to lift and/or move up to 10 pounds and occasionally.
- Ability to perform basic physical duties after having to stand and walk for a prolonged period of time.
- Annual dexterity: Frequent use of hands and fingers for typing, filing, writing, and operating office equipment such as computers, printers, and copiers.

Special Conditions of Employment:

Employees of the Bishop Paiute Gaming Commission (BPGC) may not work for Bishop Paiute Gaming Operation for a period of one (1) year after separation of employment from the BPGC.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

Employee
Signature: _____

Date: _____

Manager/Supervisor:
Signature: _____

Date: _____