



Pennsylvania
Gaming Control Board



CLASSIFICATION SYSTEM

Updated 11/17/2016

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OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Executive Offices

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

EXECUTIVE DIRECTOR

Class Summary:

The Executive Director is the Chief Executive Officer and is responsible for planning, directing, executing, and coordinating all activities relating to the regulation of gaming in Pennsylvania. Work involves assuming the leadership in the development and direction of the operations of the Pennsylvania Gaming Control Board (PGCB). The Executive Director is also responsible for establishing and maintaining effective working relationships with other state agencies and legislative bodies. In addition, the Executive Director is responsible for developing procedures for the day to day administration and management of the agency to achieve stated objectives and priorities.

This position reports to the Board which oversees the agency's operations. Work is performed with a high degree of independent judgment within the framework of policies and regulations established by the Board and Act 71, as amended.

Examples of Work May Include but Are Not Limited To:

Coordinates Board activities and requirements with the staff, legal counsel and representatives of the industry; receives, processes, and formulates responses for documents filed for action before the Board, such as, disciplinary complaints, emergency orders, work permit appeals, and amendment or repeal of regulations;

Attends and participates in all Board meetings; formulates correspondence to all gaming license applicants, licensees, and other concerned parties reflecting the official action by the Board and formulates a disposition of action taken for dissemination to law enforcement agencies;

Directs the general content and emphasis of policy recommendations for the Board.

Directs the preparation of and reviews drafts of proposed rules, policies, and regulations.

Speaks to interested individuals, groups and the public to explain organizational goals and engender support for the programs of the Board.

Performs the full range of supervisory duties.

Performs related work as required.

Minimum Experience, Education, and Training:

Ten years of related gaming experience and; eight years of supervisory experience; and a professional degree;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

**SPECIAL COUNSEL TO THE EXECUTIVE DIRECTOR/DIRECTOR OF
DIVERSITY**

SPECIAL COUNSEL TO THE EXECUTIVE DIRECTOR

Class Summary:

The Special Counsel is responsible for providing legal advice that includes all aspects of analysis, and review pertaining to various legal matters involving Gaming in the Commonwealth. Special Counsel provides support involving discrete legal issues by advising the Executive Director, outlining undertakings and structuring remedies concerning pertinent issues. This position handles a multitude of responsibilities in a manner that allows for minimum negative exposure and liability. The Special Counsel is accountable for timely and proper fulfillment of all tasks entrusted by the Executive Director. This position reports directly to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Serves as the agency's contact/liason for matters involving the Office of Budget, Office of Comptroller Operations, and Office of the Auditor General, the Office of Administration, the Department of General Services and other state agencies. Work with Directors and agency staff compiling and coordinating requests for information and documentation pertaining to agency activities;

Conducts legal research utilizing various resources and selecting relevant material needed to analyze gaming related matters in other jurisdictions;

Analyzes and researches the implication of proposed legislation that may affect the operations of the agency;

Serves as the agency's Continuity of Operations Officer, responsible for preparation and maintenance of the PGCB's Continuity of Operations Plan and its associated duties;

Serves as the agency's Contract Compliance Officer ensuring that the PGCB's contracts for goods and services, Local Law Enforcement Grant Program awards, and leases comply with the Commonwealth's procurement mandates; and

Assists and support administrative staff and other personnel in executing agency related tasks and responsibilities.

DIRECTOR OF DIVERSITY

Class Summary:

The Director of Diversity performs a variety of specific duties. This individual is responsible for guiding efforts to oversee and promote diversity in all aspects of gaming in the Commonwealth as required by the Gaming Act. Specific duties require that the Director work closely with all entities licensed by the PGCB to encourage inclusiveness as they recruit, hire, train, and promote employees. The Director is also required to monitor and track expenditures by the licensed facilities. The tracking of employment related matters and expenditures by the bodies licensed by the PGCB ensure compliance with the Gaming Act and the agency's Diversity Regulations. This position reports directly to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Responsible for reviewing quarterly diversity reports from the casinos, manufacturers, suppliers, and other gaming service providers to measure and quantify programs involving recruitment, hiring, retention, training and promotion of employees. These reports are also reviewed to assess the entity's performance in the areas of expenditures with minority, women, disadvantaged, and local businesses;

Responsible for monitoring and tracking labor hiring practices at the casinos to ensure that each facility promotes a diverse work force, minority participation and the appointment of personnel from surrounding geographical areas. Additionally, this position is responsible for providing regulatory oversight to make sure that the casinos engage in the creation of quality living wage jobs for the residents of the Commonwealth;

Reviews and responds to inquiries from casino staff and counsel regarding applicable laws, PGCB diversity regulations, Statements of Conditions of Licensure, and policy considerations;

Monitors and tracks employee turnover rates at the facilities for disparities;

Reviews "Reports of Participation" for compliance with the PGCB's Diversity Regulations which are required to be submitted to the agency by casinos prior to each license renewal;

Responsible for providing regulatory oversight to substantiate that each casino provides the PGCB with an updated Diversity Plan annually. Accountable for reviewing the updated Plan for appropriate implementation processes and compliance with the Gaming Act. In charge of maintaining updated diversity related data for the casinos in the Diversity section of the PGCB's web-site;

Responds to inquiries from the public regarding employment opportunities at the casinos;

Monitors and tracks the casinos community outreach efforts, sponsorships, and donations to charitable causes;

Meets with officials from small and disadvantaged business entities to provide information regarding economic/financial opportunities with the casinos and assistance in coordinating contact with the appropriate casino personnel;

Responsible for the preparation of the PGCB's Annual Diversity Report as required by the Gaming Act. The Report summarizing the diversity related activities of each casino for the preceding year is submitted to the General Assembly for review;

Participates in onsite visits to the casinos to ensure compliance with the diversity requirements set forth in the Gaming Act and the PGCB's Diversity Regulations;

Attends job fairs, vendor fairs, and community outreach programs sponsored by the casinos as well as attendance at diversity committee meetings held by the casinos;

Serves as a public speaker at various presentations/settings sponsored by legislators, other state agencies, various chambers of commerce, casinos and nonprofit organizations;

Provides overall direction and guidance to the Office of Diversity's analyst(s) and examiner(s);

Serves as a member of the PGCB's Personnel Committee;

This position is also responsible for engaging in activities similar to those referenced above at the PGCB in order to monitor the agency's compliance with its diversity goals and objectives; and

Performs related work as required.

Minimum Experience, Education and Training:

Ten years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania; and

Prior service as a director or supervising counsel in the legal office of a large state or local agency or as a director or supervising counsel in an agency with a large and active legal office characterized by high impact legal problems;

Or an equivalent combination of experience and training.

Essential Job Functions:

Must possess advanced PC skills and sound knowledge of the MS Office package; MS Word, Excel, Outlook, and PowerPoint;

Strong analytical and interpersonal skills;

Ability to interpret and apply policies and procedures;

Ability to communicate verbally and in writing in the English language;

Ability to follow verbal and written instructions;

Excellent capacity to communicate with people having different backgrounds and positions, as well as with local and national authorities; and

Job requires travel outside of the typical office environment.

Pay Range: GE04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

BOARD SECRETARY

Class Summary:

The Board Secretary assists the Board members and the Executive Director to ensure the efficient and effective operation of the Board. Responsibilities include coordinating the preparations for bimonthly Board meetings, finalizing the meeting agenda, coordinating the Board schedule and keeping the agency staff informed of the Board's activities. This is administrative and professional work supporting the executives within the Pennsylvania Gaming Control Board (PGCB).

The Board Secretary reports directly to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Sets the agenda for public meetings, hearings and executive sessions in conjunction with members of the Board, the Executive Director and bureau directors.

Prepares minutes for public meetings, maintain the Board's official minute books and distribute copies as required by the Act.

Signs official Board documents as appropriate and affix the agency seal.

Maintains an efficient document management system for official Board actions, including orders, resolution and motions.

Completes special projects as requested by Board members or the Executive Director.

Minimum Experience, Education, and Training:

A Bachelor's degree in public administration, communications or a similar course of study and two years of relevant work experience;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LEGISLATIVE LIAISON

Class Summary:

This is professional liaison and legislative analysis work in facilitating the review and advocacy of legislative initiatives for the Pennsylvania Gaming Control Board (PGCB).

A Legislative Liaison is responsible for planning, organizing and coordinating an integrated program of legislation review, legislation development, and legislative information and advocacy in cooperation and consultation with the Board. Work involves the gathering and analysis of program and legislative data; coordinating the development of proposed legislation; providing information to the General Assembly on proposed legislation and recommending legislative strategies to the Executive Director and members of the Board. Work also involves representing the agency at legislative committee meetings and hearings. Work is performed under the general direction of the Executive Director who evaluates the work for effectiveness and adherence to agency goals.

Examples of Work May Include but Are Not Limited To:

Plans, organizes and coordinates a legislative analysis and liaison program.

Advises the Executive Director of state and federal legislative issues which affect agency programs, and develops agency legislative initiatives to attain goals and objectives.

Analyzes the impacts of proposed legislation on agency programs and goals, and recommends advocacy strategies or alternatives for the consideration of top management in cooperation and consultation with the Board.

Provides information and liaison between the agency and the General Assembly to explain agency goals and initiatives, including the development of position papers and representing the agency at legislative committee meetings and hearings.

Confers with Executive Staff, special interest groups, other state agencies, and local government officials to discuss legislative initiatives and coordinate support activities.

Researches and directs the research of issues affecting agency operations which require legislative mandate for implementation.

Performs related duties as required.

Minimum Experience, Education, and Training:

Five years of professional governmental experience which includes at least four years of work in legislative or policy analysis; and a bachelor's degree;

Or an equivalent combination of experience and training.

Essential Job Functions:

Knowledge of the legislative process and governmental structure in the Commonwealth of PA.

Knowledge of legislative research sources, techniques and methods.

Knowledge of the principles of public fiscal administration.

Ability to comprehend, analyze and interpret legislation, regulations, and legal procedures.

Ability to maintain essential records and files.

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to organize and present clear and concise oral and written reports on findings and recommendations.

Ability to interpret and apply policies and procedure.

Ability to establish and maintain effective working relationships with associates, subordinates, representatives from other governmental agencies, and the General Assembly.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM09

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LEGISLATIVE ASSISTANT

Class Summary:

This is technical work assisting in the analysis and evaluation of legislation having fiscal, program or legal implications on the functions of the Pennsylvania Gaming Control Board (PGCB).

A Legislative Assistant functions as a staff assistant to the agency Legislative Liaison and Legislative Specialists through the analysis of data, statistical program research, interviews of program managers, and summaries of comments from interest groups, publications and officials of other states and the Federal Government. Work involves interpreting the cost and program implication of legislation, assisting in drafting bills, conducting and assisting in the conduct of statistical and program effectiveness studies, and assisting the agency Legislative Liaison in communicating information and agency comments to members of the Legislature and their staffs. Work includes the review, compilation, and evaluation of legislative comments from program and administrative personnel. Work is distinguished from the Legislative Specialist classes by the supervision received during the conduct of studies, the technical direction provided by the Legislative Liaison, and the limited interpretation of study data and conclusions. Work is reviewed by the Legislative Liaison through conferences and reports for soundness of study methodology, effective writing, and comprehensive coverage of the issue.

Examples of Work May Include but Are Not Limited To:

Performs legislative liaison work as a staff assistant to the Legislative Liaison on legislation having fiscal, program or legal implications on the functions of the PGCB.

Analyzes and reports on proposed and enacted legislation with fiscal, program or legal effects to determine legislative intent, consistency, impact on existing functions, estimated cost, and predicted future legislative action.

Assists in drafting bills for the PGCB.

Maintains controls on legislation, as directed by the agency Legislative Liaison, through close observation of the Legislative Calendar and meetings with members of the House and Senate, and their staffs.

Maintains close contact with the House and Senate to ascertain the status of legislation, to answer questions from the legislative committees on proposed legislation and to answer questions from the legislature on the fiscal, program and legal implications of bills.

Reviews comments from PGCB program and administrative personnel and writes reports and draft position papers for the signature of the Legislative Liaison.

Performs related work as required.

Minimum Experience, Education, and Training:

One year of professional governmental experience, including one year of work directly related to legislative analysis,

Or a bachelor's degree in political science, public administration, business administration or a related field.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

SENIOR DIVERSITY COMPLIANCE EXAMINER

Class Summary:

The Senior Diversity Compliance Examiner performs a variety of specific duties designed to measure and evaluate the effectiveness of the procurement related activities/operations (i.e. construction and non-construction gaming service providers) of the Slot Machine Licensees to ensure compliance with the Gaming Act and the Diversity Regulations of the Pennsylvania Gaming Control Board (“PGCB”). Supervision is received from the Director of the Office of Diversity or the Executive Director.

Examples of Work May Include but Are Not Limited To:

Prepares annual and long-range audit plans for licensees, schedules work to meet completion dates, and estimates resource needs;

Conducts on-site examination and review of records pertaining to:

- Total number and value of all contracts awarded;
- Total number and value of all contracts awarded to minority and women’s business enterprises;
- Each contract or transaction awarded to minority and women’s business enterprises and the actual value of each contract or transaction;
- Total number and value of all contracts awarded that contain a participation plan;
- Total number and value of all subcontracts awarded to minority and women’s business enterprises under contracts containing a participation plan;
- Each subcontract awarded to minority or women’s business enterprises under contracts containing a participation plan and the actual value of each subcontract;
- A comprehensive description of all efforts made by the regulated entity to monitor and enforce the participation plan;
- Information on minority and women investment, equity ownership and other ownership or management opportunities initiated or promoted by the regulated entity; and
- Other information requested in writing by the PGCB to ensure compliance with the Act.

Analyzes and interprets the information furnished in written, oral, diagram or schedule form;

Examines and evaluates internal records, source documents, journal and ledger entries to ensure system reliability and data integrity;

Assesses the effectiveness of the licensee's activities designed to assure that all persons are accorded equality of opportunity in contracting for goods and services;

Prepares and maintains records for review of activities, enters data into the PGCB's computerized tracking system, maintains files of documents, correspondence and other related materials;

Examines whether the licensee's diversity related objectives in the area of procurement are reflected in its management level decision making processes, and whether employees understand the objectives;

Develops a detailed report on each audit. Reports include a review of the findings and an identification of recommendations to correct any deficiencies;

Ensures follow-up on relevant issues or concerns deemed necessary to guarantee proper corrective action;

Provides proper reporting of non-compliance or potential violations of the PGCB's diversity regulations to the Director of Diversity for consideration of appropriate enforcement actions;

Performs special projects and assists junior examiners when necessary;

Responds to inquiries from licensees regarding the regulatory process;

Maintains strict confidentiality; and

Undertakes any other reasonable activities that may be recommended by the Director of the Office of Diversity or the Executive Director.

Minimum Experience, Education and Training:

A Bachelor's degree in Finance, Accounting, Business Administration or a related discipline;

Or an Associate's degree in a closely related field from an accredited college and ten years of additional experience from a government agency or a large business;

Or an equivalent combination of experience and training;

The ideal candidate for this position must possess excellent interpersonal, written and verbal communication skills. Computer proficiency is essential. The individual must be able to demonstrate the ability to comprehend complex financial functions and procedures and to disseminate that information in a precise manner to others.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM05

PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION

DIVERSITY COMPLIANCE EXAMINER

Class Summary:

The Diversity Compliance Examiner performs a variety of specific duties designed to measure and evaluate the effectiveness of the activities undertaken by Slot Machine Licensees pertaining to the development and implementation of their diversity plans in accordance with the Gaming Act and the Diversity Regulations of the Pennsylvania Gaming Control Board (“PGCB”). Supervision is received from the Director of the Office of Diversity or the Executive Director.

Examples of Work May Include but Are Not Limited To:

Analyzes the quarterly diversity reports submitted by licensees;

Conducts routine reviews of all employee recruitment and retention efforts undertaken to ensure the participation of diverse groups in employment with the licensees;

Compiles and organizes data pertaining to the total number of hires and employment offers made, including data relating to race, gender and residence of those hired or offered employment;

Generates reports that identify employee termination statistics for each department at the various facilities (i.e. Casino Operations, Finance and Administration, Human Resources, Sales & Marketing, Support Operations, etc.);

Establishes and maintains a working relationship with the Director of Human Resources for each of the licensees;

Attends job fairs, training sessions and quarterly diversity committee meetings held by the licensees;

Develops and ensures efficient processes for documenting all compliance related initiatives and activities involving recruitment, hiring, training, retention and promotion from within at the licensed facilities;

Interprets controlling laws and regulations affecting the operations of licensees undergoing compliance review;

Prepares reports that identify and address areas of concern relating to non-compliance and overall effectiveness of operations at the licensed facilities;

Prepares diversity plan assessments for gaming services providers;

Assists small businesses with the preparation of diversity plans when necessary;

Updates and maintains computer databases;

Ensures follow-up on relevant issues or concerns deemed necessary to guarantee proper corrective action; and

Undertakes any other reasonable activities that may be recommended by the Director of the Office of Diversity or the Executive Director.

Minimum Experience, Education and Training:

A Bachelor's degree in Finance, Accounting, Business Administration or a related discipline;

Or an Associate's degree in a closely related field from an accredited institution and three to five years of additional experience from a government agency or a large business;

Or an equivalent combination of experience and training;

The successful candidate will have strong research and computer skills, and excellent communication and organizational skills. Also desirable is a background in legal research. Experience as a paralegal may be an asset to a career in regulatory compliance. The Compliance Examiner's position requires a detail oriented individual, who can work under deadline pressure.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIVERSITY ANALYST

Class Summary:

The primary function of the Diversity Analyst is to assist the Chief Diversity Officer (CDO) in coordinating and implementing various internal and external diversity events and diversity related activities. The employee shall communicate with the Human Resources Directors, Diversity Officers, Compliance Officers and Purchasing Managers for the slot machine licensees regarding matters pertaining to recruitment, hiring, training, retention and purchasing. Supervision is received from either the CDO or Chief Counsel.

Examples of Work May Include but Are Not Limited To:

Provides assistance to diverse applicants seeking employment information regarding slot machine licensees;

Provides assistance to diverse applicants seeking guidance relating to the SlotsLink employment application process;

Assists MBEs/WBEs with questions pertaining to the DGS certification process;

Assists the CDO at job fairs, vendor fairs and cultural events sponsored by the licensees to promote diversity;

Provides support in the tracking of diversity training programs sponsored by licensees;

Verifies the validity of MBE/WBE data forwarded to the PGCB by licensees in the quarterly diversity reports regarding construction and purchasing related activities;

Verifies the validity of the documentation relating to philanthropy and community outreach activities provided the PGCB in the diversity quarterly reports;

Communicates with licensees to ensure timely receipt of annually updated diversity plans;

Assists the CDO in coordinating outreach activities and events; and

Undertakes any other reasonable activities as directed by the CDO.

Minimum Experience, Education and Training:

A Bachelor's degree in a discipline appropriate to the position from an accredited college or university;

Or an Associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM03

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Office of Chief Counsel

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CHIEF COUNSEL

Class Summary:

The Chief Counsel serves as the chief legal advisor to the Board and Executive Director. Responsibilities include overseeing and supervising the legal staff and the performance of all legal functions for, and on behalf of, the Board.

The Chief Counsel reports directly to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Provides overall direction and guidance to subordinate attorneys.

Supervises the work of attorneys and other staff in the Office of Chief Counsel.

Responsible for drafting formal opinions.

Renders opinions to directors, bureau chiefs and management utilized in interpreting and applying applicable laws and regulations.

Reviews proposed legislation, regulations and policies pertaining to gaming in the Commonwealth and other jurisdictions.

Reviews and responds to licensees regarding applicable laws, regulations and policy considerations.

Participates in the initiation and development of new and revised departmental policies and procedures.

Provides advice on complex labor and employment law issues.

Responsible for the provision of legal support staff to the Bureau of Licensing, Bureau of Corporate Compliance and Internal Controls and the Director of Administration.

Participates in staff conferences held by the Board or the Executive Director.

Supervises and coordinates the preparation of briefs and other activities incidental to litigation and court work.

Examines and analyzes contracts, leases, bonds, and claims in order to determine legal sufficiency.

Responsible for designing and implementing strategies which maximize employee potential and fosters progressive standards in meeting the organization's vision, mission and goals.

Serves on the agency's Personnel Committee

Serves as the agency's Ethics Officer.

Performs related work as required.

Minimum Experience, Education, and Training:

Graduation from an accredited school of law, admission to the Bar of the Supreme Court of Pennsylvania and eight years of progressively responsible experience in professional legal work;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DEPUTY CHIEF COUNSEL

Class Summary:

This is supervisory professional and administrative legal work of the highest degree of professional and administrative responsibility.

A Deputy Chief Counsel performs functions and duties characterized by significant legal problems, which are particularly specialized and unusually difficult, and are of paramount interest to the Chief Counsel. This class may also be used for positions which direct the legal program within a regional office, where unusually difficult and complex legal problems may arise. Supervision is exercised through supervising attorneys and includes assigning work, evaluating performance, resolving complaints and grievances, interpreting labor agreements, and assuring staff development. Work is performed with wide latitude for independent judgment, and is subject to the general supervision of the Chief Counsel. Analyzing, appraising, and organizing facts, evidence, and precedents concerned in difficult and complex cases and in presenting such material in clear and logical form for oral or written presentation, such as in briefs, opinions, orders, or decisions.

Examples of Work May Include but Are Not Limited To:

Analyzing legal documents and instruments.

Drafting legal instruments and proposed legislation.

Plan and coordinate an extensive program of preparation for and conduct of litigation.

Deal tactfully and effectively with state administrative local government and court officials, and with the general public.

Plan, assign, and review the work of subordinate attorneys and clerical employees.

Minimum Experience, Education, and Training:

Six years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, and/or a combination of other relevant professional experience, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania;

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

SENIOR COUNSEL

Class Summary:

This is highly responsible and difficult, non-supervisory, professional legal work.

A Senior Counsel must demonstrate mastery of one or more areas of the law, which are vital to the achievement of the Pennsylvania Gaming Control Board's (PGCB) mission, and must regularly handle the most complex, difficult and novel legal issues for the Board. These legal problems are also characterized by their sensitivity and require innovative and creative ways to resolve them. Employees in this class are recognized by the Board members, the Executive Director, and the Chief Counsel as outstanding practitioners and experts in one or more areas of the law, and are consulted for their opinions on the most difficult and challenging legal problems facing the PGCB. Work is performed with the utmost independence, and general supervision is received from the Chief Counsel or a Deputy Chief Counsel. Positions allocated to this class differ from those allocated to the Attorney III class in the heightened complexity of legal work involved and the very minimal amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Analyzing, appraising, and organizing facts, evidence, and precedents concerned in difficult and complex cases and in presenting such material in clear and logical form for oral or written presentation, such as in briefs, opinions, orders, or decisions.

Drafting legal instruments and proposed legislation.

Handle the most difficult and novel legal problems facing the PGCB in creative and innovative ways.

Deal tactfully and effectively with state administrative officials, local governmental officials, employees, court officials, and with the general public.

Plan, assign, and review the work of subordinate attorneys and clerical employees.

Minimum Experience, Education and Training:

Five years of progressively responsible professional legal experience, with some experience in legal work of the highest degree of professional responsibility, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM09

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT CHIEF COUNSEL 3

Class Summary:

This is responsible non-supervisory professional legal work. An Assistant Chief Counsel 3 performs professional legal work, which ranges from moderately difficult to complex. Work involves personal responsibility and accountability for difficult and important legal matters within the Pennsylvania Gaming Control Board (PGCB). Employees function independently, and work is subject to general supervision. Legal advice is sought or received from higher level attorneys on legal issues of unusual complexity, sensitivity, or importance. Positions allocated to this class differ from those allocated to the Assistant Chief Counsel 2 class in the higher complexity of legal work involved and the minimal amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Analyzing, appraising, and organizing facts, evidence and precedents concerned in difficult and complex matters and in presenting such material in clear and logical form for oral or written presentations, such as in briefs, opinions, orders, or decisions.

Analyzing legal documents and instruments.

Drafting proposed legislation.

Deal tactfully and effectively with state administrative officials, local government officials, employees, court officials, and with the general public.

Minimum Experience, Education and Training:

Three years of progressively responsible professional legal experience, with some experience in highly responsible and complex professional legal work, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM08

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT CHIEF COUNSEL 2

Class Summary:

This is responsible non-supervisory professional legal work. The Assistant Chief Counsel 2 is responsible for performing legal work at the full professional performance level, often within a specific field of law. A wide variety of legal work is performed, which includes research, drafting opinions and pleadings, performing legal regulatory work, and/or representing the Pennsylvania Gaming Control Board (PGCB) in courts of law. Difficulty of legal problems encountered range from routine to moderately difficult. Positions allocated to this class differ from those allocated to the Assistant Chief Counsel 1 class in the increased complexity of legal work involved and the decreased amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Legal research preliminary to the rendering of decisions affecting the PGCB operations, the preparation of documents, or the preparation of cases for trial is done independently, but subject to general supervision by a higher level attorney based on the difficulty of the legal problems encountered.

Analyze and organize facts, evidence, and precedents inherent in moderately complex cases and to present such materials in opinions, orders, or decisions.

Analyze legal documents and instruments.

Deal tactfully and effectively with state administrative officials, local government officials, employees, court officials, and the general public.

Draft legal documents and proposed legislation.

Minimum Experience, Education and Training:

Two years of progressively responsible experience in professional legal work, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM07

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT CHIEF COUNSEL 1

Class Summary:

This is entry level professional legal work. An Assistant Chief Counsel 1 performs legal research confined to one or a few fields. Initially, attorneys in this class spend much of their time learning the techniques and requirements of governmental legal practice in their assigned areas. As they become more experienced in their work, they complete assigned legal tasks of a routine nature with minimum supervision.

Examples of Work May Include but Are Not Limited To:

Employees may be assigned legal tasks of a non-routine nature; however, such work is characterized by limited discretion and decision making, and is subject to close review by a higher level attorney.

Supervision is received from a higher level attorney, who is ultimately responsible and accountable for the legal decisions resulting from the legal research done by employees in this class.

Analyze facts, evidence, and precedents and arrive at logical interpretations.

Set forth findings of fact and decisions in written form.

Prepare legal documents and records.

Minimum Experience, Education, and Training:

Graduation from an accredited school of law and certificate of admission to the Bar of the Supreme Court of Pennsylvania, or preparatory steps to become a member thereof.

Continued employment is conditional upon the obtaining of such certificate of admission.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM06

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

PARALEGAL

Class Summary:

This is technical and highly skilled work in assisting attorneys in the practice of law in Pennsylvania Gaming Control Board (PGCB).

A Paralegal provides support to attorneys in areas such as litigation, appellate proceedings, administrative review and regulation, or transactional law. Work at this level involves independently analyzing and evaluating a wide variety of case or transaction specific facts, claims and issues; performing preliminary investigations and required due diligence; researching, interpreting and determining the applicability of laws, regulations, rulings and precedential opinions; and drafting documents such as investigatory reports, opinions, responses to discovery, contracts or briefs. Duties may include attending depositions, hearings or trials with an attorney, assisting with preparing documentary evidence, tracking and labeling exhibits, and assisting in the preparation of filings or pleadings. Work may also include assisting in the practice of transactional law through the review, analysis, and preparation of legal documents required in the processing of varied and complex financial transactions such as loan origination and closure, grant and bond issuance, alternative investments, public market offerings, pooled and separate accounts, REITs and real estate acquisition. Work involves handling sensitive and confidential matters consistent with attorney-client privilege. Work is performed independently under the general supervision of an attorney.

Examples of Work May Include but Are Not Limited To:

Performs research and drafting of documents for appellate, trial, regulatory, legislative and transactional matters.

Drafts summons, service of process, complaints, bill of particulars, praecipe, writs, motions, interrogatories, subpoenas and case information statements.

Drafts notices of appeal, briefs, and tables of authority for citations and summaries of hearing or trial transcripts.

Drafts legal notices, statements of policy and proposed regulations.

Reviews proposed administrative policies or regulations and conducts research to determine consistency with existing policies, laws, regulations and rulings.

Reviews and prepares subscription agreements, forms of adhesion, side letters and contracts for services.

Responds to discovery motions including interrogatories, requests for production of documents and requests for admissions by evaluating the motions, gathering information and drafting responses for an attorney's review.

Drafts questions for use in depositions and questioning of witnesses in proceedings.

Assists counsel during hearings, trials and settlements.

Maintains case files and ensures that case is properly prepared.

Conducts reviews of cited legal decisions to determine their precedential value.

Drafts correspondence on legal issues.

Performs related work as required.

Minimum Experience, Education, and Training:

Certification as a Paralegal or Legal Assistant (CP/CLA) by The National Association of Legal Assistants (NALA); or certification as a Registered Paralegal (RP) by The National Federation of Paralegal Associations (NFPA); or advanced certification for legal professionals (PLS) by NALS, The Association for Legal Professionals; and two years performing legal support work;

Or completion of an associate's degree or post baccalaureate certificate in legal, paralegal or legal assistant studies or other related field, and two years performing legal support work;

Or completion of at least one year of law school.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 6

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LAW CLERK

Class Summary:

This is an entry level position assisting the legal staff of the Pennsylvania Gaming Control Board (PGCB).

A Law Clerk is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research participating in the preparation of cases. After a period of training employees are given assignments of limited difficulty to perform independently. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems. Supervision is received by an attorney.

Examples of Work May Include but Are Not Limited To:

Assists in the preparation of digests of laws and cases.

Participates in the preparation of cases by drafting memos, briefs and generally assisting an attorney.

Search for, interprets, and applies laws, court decisions, and other legal authorities on points of law involved in the preparation of legal rulings.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Performs related work as required.

Minimum Experience, Education, and Training:

Graduation from an accredited law school and admission to the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LEGAL INTERN

Class Summary:

This is professional legal work of a training nature on the legal staff of the Pennsylvania Gaming Control Board (PGCB).

A Legal Intern is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research in the preparation of cases for trial. All work is performed under the supervision of a higher-level attorney. Work does not require admission to the bar. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems.

Examples of Work May Include but are Not Limited To:

Perform legal research. Complete assigned legal tasks of a routine nature with minimum supervision.

Assist higher-level attorneys with preparing legal documents, briefs, pleadings and opinions.

Assist in preparing cases for trial.

Researches, interprets and applies laws, court decisions, and other legal authorities in preparation of briefs, pleadings and indictments, and other legal papers in conjunction with suits, trials, and other proceedings.

Assist in the preparation of materials pertaining to proposed legislation.

Draft proposed rules and regulations and review rules, regulations, and bulletins prepared by administrative officers for conformity to the law.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Performs related work as required.

Minimum Experience, Education, and Training:

Current law student at an accredited school of law.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Office of Hearings and Appeals

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF HEARINGS AND APPEALS

Class Summary

This is a major regulatory, policy making, and leadership position that requires legal work of the highest degree of professional and administrative responsibility.

The successful candidate for this position will be responsible for the administration and review of complex, regulatory matters pertaining to the Pennsylvania gaming industry, and serve as an Administrative Law Judge for the Office of Hearings and Appeals (OHA). The OHA is involved in high profile legal problems of a specialized nature, which are significant in their impact upon PGCB licensees. Formal proceedings initiated by the OHA involve violations of conditions of licensure pursuant to Act 71 which may result in suspension, revocation and/or fines. The work involves planning, organizing, staffing, directing and controlling the technical and legal operations of the OHA. Responsibilities include the development of policies and procedures for review and analysis of case documents which may include, but are not limited to, investigative reports, financial audits, and transcripts of hearings. Duties may include the evaluation and summation of specific administrative legal and financial issues, providing updates and status reports to the Board on policy issues relating to violations of Act 71, and presiding over highly sensitive cases of subordinate PGCB hearing officers. Supervision is exercised over all personnel of the OHA. Responsibilities include assigning and reviewing work, evaluating employee performance, and ensuring the development of staff. Additionally, bears the responsibility for overseeing the accuracy and the administration of the docket, and preparing performance standards and reviews. The Director of Hearings and Appeals reports to the Executive Director pursuant to the organizational structure of the PGCB.

Examples of Work May Include but Are Not Limited To:

Supervises the work of hearing officers and clerical staff in the OHA.

Plans and supervises the operational aspects of the office, such as assigning case projects, scheduling and directing the flow of work.

Prepares a case scheduling system to ensure the prompt, effective resolution of disputed matters.

Presides over complex cases heard by subordinate hearing officers.

Assures the consistency of decisions and orders rendered by the OHA.

Prepares well written analyses, reports and related data pertaining to compliance issues.

Recommends performance improvement initiatives designed to improve the daily operations of the OHA.

Prepares work assignments, reviews work upon completion, prepares performance evaluation reports and recommends action regarding the hiring and termination of the OHA employees.

Fosters a team environment and arranges for in-service/continuing education programs for the OHA staff as deemed necessary.

Ability to maintain impartiality and fairness at all times.

Responsible for maintaining the confidentiality of all documents and correspondence received by the OHA.

Ability to deal tactfully and effectively with Commissioners, legislative staff, applicants, licensees, and members of the general public.

Serves as a liaison between hearing officers and the Executive Director.

Performs related work as required.

Minimum Experience, Education, and Training:

Graduation from an accredited law school, admission to the Supreme Court of Pennsylvania and at least six years of experience in the practice of litigation and Pennsylvania administrative law, the conduct of quasi-judicial hearings, the formulation of policy regarding the hearing process or other relevant experience, preferably in the area of appellate and trial work.

Preparation and presentation of cases in courts of record, and administrative proceedings including presentation and appeals therefrom, which evidences skills required of a hearing officer.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

HEARING OFFICER

Class Summary:

The Hearing Officer conducts administrative record reviews to render decisions on administrative appeals initiated by appellants contesting adverse Pennsylvania Gaming Control Board (PGCB) decisions.

To render decisions, the Hearing Officer holds face to face or telephonic hearings, which are recorded, schedules and conducts a pre-hearing conference and hearing, hears testimony, rules on motions and objections, reviews documents and considers arguments from appellants. The Hearing Officer considers testimony and evidence from hearings, analyzes and applies relevant statutes and regulations and prepares concise, well-written and easily understood decisions. Decisions and the established official record must pass the scrutiny of administrative and/or judicial reviews. Work is accomplished under strict time deadlines.

Supervision is received from the Director of Hearings and Appeals.

Examples of Work May Include but Are Not Limited To:

Expert skill in the professional application of legal principles relating to Act 71.

Expert skill in case management.

Ability to convey analysis and information orally through negotiations, briefings, consultations and other presentations.

Ability to adjudicate complex legal issues; and excellent writing skills and ability to prepare findings, recommendations, decisions and orders.

Ability to effectively present issues and matters to the Board.

Ability to deal tactfully and effectively with Board staff, legislative staff, applicants and licensees, and members of the general public.

Minimum Experience, Education, and Training:

Graduation from an accredited law school, admission to the Supreme Court of Pennsylvania and at least six years of specialized attorney experience;

Or an equivalent combination of education and training.

(Specialized experience is defined as experience involving: the application of legal principles, legal analysis, writing, case management and adjudication of complex issues.)

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM08

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CLERK TO THE OFFICE OF HEARINGS AND APPEALS

Class Summary:

This is complex administrative work involving the operations of the Pennsylvania Gaming Control Board (PGCB) Office of Hearings and Appeals and appellate process.

The Clerk to the Office of Hearings and Appeals performs complex administrative work which requires the application of independent judgment. Work involves the responsibility for all aspects of the processes in the Office of Hearings and Appeals, as well as the performance of complicated office activities which are control oriented. Work includes activities which are characterized by making choices between different procedures to be followed and determining the appropriateness of the information that is presented for further processing.

Work normally involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed and the actions to be taken. Work schedules and priorities are subject to unpredictable shifts due to external influences, time frame constraints or self-imposed priority changes. Work is performed with considerable independence and little review, however, changes in operational standards, procedures and work policies are discussed in detail with the Director of Hearings and Appeals prior to implementation.

Supervision is received from the Director of Hearings and Appeals.

Examples of Work May Include but Are Not Limited To:

Review of all filings with the PGCB's Office of Hearings and Appeals to insure that information is complete, consistent and adheres to agency rules and regulations.

Review of all correspondence in order to become familiar with the contents and to determine what procedures to pursue in providing the correct information in accordance with applicable administrative and legal constraints.

Responds to written inquiries relating to the status of certain aspects of matters pertaining to public disclosure.

Ability to transfer information from formats which occur in random order and present a modified form according to the rules and procedures of the PGCB.

Ability to use discretion and judgment in dispensing information.

Determines supply needs for the Office of Hearings and Appeals and prepares the supply requisitions.

Insures that mail delivery schedules are punctual and responses to filings are processed in the most efficient and expeditious manner.

Performs related work as required.

Minimum Experience, Education, and Training:

A bachelor's degree in a discipline appropriate for the position from an accredited college or four years of experience from a government agency or a business entity may be substituted for the required education.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM04

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Bureau of Financial Management and Administration

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ADMINISTRATIVE DIRECTOR

Class Summary

The Pennsylvania Gaming Control Board is a regulatory agency which oversees legalized gaming within the Commonwealth of Pennsylvania through the strict regulation of licensed entities and individuals.

The Administrative Director will have responsibility to supervise the Directors from the following seven (7) Bureaus: Communications, Financial Management, Human Resources, Information Technology, Gaming Lab, Office Services and Compulsive and Problem Gambling.

This position is responsible for the integration of a comprehensive administrative and management services program for the PGCB which includes program areas such as procurement, records management and retention, right to know law requests, workplace safety and budget preparations.

Candidates should possess the ability and proven experience in managing groups of professionals and administrative professionals and be a strategic planner to guide the agency in meeting administrative, management, and technology needs today and in the future.

This position reports directly to the Executive Director of the agency. Work involves assisting the Executive Director in developing management and policy recommendations for the Board's consideration regarding technology, personnel management, agency operating procedures, and financial management.

Work to be performed involves determining goals, objectives, and priorities for the administrative services programs and, when necessary, developing and implementing regulations, policies, procedures, standards, and guidelines to manage program activities; managing the development of budgetary requests; and reviewing proposed legislation for impacts on the agency's programs and resources. Work may also include meeting with casino executives, legislative gaming oversight committees, or other Commonwealth agency officials.

This position is responsible for the oversight of seven (7) Bureaus that reflect complex organizational segments with professional or technical programs and for the evaluation and improvement of such operations.

Leadership will be exercised over a group of Directors responsible for specific agency administrative and operational responsibilities. Work is performed with considerable independence within the framework of Board policies under the direction of the Executive Director and the Board who review work through conferences, reports, and effectiveness of results.

Examples of Work include but are not limited to:

Direct and integrate a comprehensive program of administrative and management services for the PGCB.

Serve as an advisor on administrative matters to the Executive Director and the Board.

Develop, recommend, implement, evaluate, and update short and long-term administrative and operational strategic planning efforts consistent with the agency's mission and overall goals and objectives.

Develop, amend, and interpret policies, procedures, and regulations concerning administrative matters.

Oversee the continued development of staff utilization plans, budgetary plans, agency operating procedures, and project management coordination.

Confer with all PGCB Director level personnel regarding their administrative needs and requirements regarding agency programs, policies, rules, and regulations.

Direct agency efforts to ensure opportunities for relevant training to strengthen PGCB management in their project management competencies.

Review and make recommendations concerning proposed legislation for possible administrative impacts on agency programs.

Oversee agency budget preparations, implementation, and analysis.

Represent the PGCB at various meetings, conferences, legislative hearings, and other events at the discretion of the Executive Director.

Perform other duties as assigned by the Executive Director.

Required Knowledge, Skills, and Abilities:

Knowledge of the principles and practices of administration.

Knowledge of the principles and practices related to budgeting, human resources management, management analysis, communications, procurement methods, and technology resource planning.

Knowledge of the agency's policies, programs, goals, and objectives.

Knowledge of the principles of effective supervision and leadership.

Ability to lead and establish the agency's long term plan for information technology and administrative programs to meet the agency's goals, objectives, and business needs.

Ability to analyze, evaluate, and recommend changes to agency information technology, administrative, and operational programs to enhance the operations of the agency.

Ability to plan, direct, control, and implement broad and comprehensive administrative programs, involving a variety of professional specialties.

Ability to direct the study and formulation of policy recommendations and program planning tools.

Ability to read and interpret Commonwealth and agency administrative rules, regulations, policies, and procedures.

Ability to express ideas clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with Board management and employees, as well as representatives of other agencies within the Commonwealth when necessary.

Ability to supervise professional, technical, and clerical staff in a manner that maximizes productivity.

Minimum Experience and Training:

Eight years of experience directing a management program which should include three years of experience supervising professional employees in an area of administration such as information technology, communications, human resources, budgeting, program analysis, policy analysis, or a related field; and a bachelor's degree in business administration, public administration, management, or a closely related field;

or

An equivalent combination of experience, training, and education.

Pay Range GE05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF COMMUNICATIONS

Class Summary:

This is professional public relations work directing the communications, media relations, public information and education, and external community relations functions in the Pennsylvania Gaming Control Board.

The Director of Communications is responsible for planning, organizing, and coordinating the internal and external communications including public information, external liaison, and promotional functions of the public relations program in the Pennsylvania Gaming Control Board. Work involves directing the preparation and transmittal, through all communications and public relations media, of information concerning the programs, services, policies, and accomplishments of the Board. Work also involves providing advisory and consultative services to the Executive Director and agency officials. In addition the employee directs, and may participate in, the writing of speeches and other public presentations for the Executive Director and other officials. The Director of Communications supervises a professional and technical staff engaged in public informational and educational activities. Work is under the general direction of the Executive Director, who evaluates work for timeliness, responsiveness and effectiveness of results.

Examples of Work May Include but Are Not Limited To:

Plans, organizes, directs, and coordinates the agency public relations program, including communications, public information, external liaison, and promotional functions within the PGCB.

Serves as media consultant and principal advisor to the Executive Director on communications and public relations matters, including the public relations implications of the Pennsylvania Gaming Control Board's programs and policies.

Directs and may participate in writing of speeches for the Executive Director or other top Pennsylvania Gaming Control Board officials; reviews and edits speeches, and other material to be used by the Pennsylvania Gaming Control Board officials in contact with the public.

Establishes and maintains effective working relationships with departmental officials and serves in a liaison capacity between bureaus and between the Pennsylvania Gaming

Control Board, along with groups, organizations, and individuals in communications, public relations, and public education matters.

Directs the preparation of correspondence dealing directly with communications, public relations, and public education matters.

Analyzes and evaluates the public relations impact of proposed or existing the Pennsylvania Gaming Control Board programs and policies and provides input to the Executive Director and the Pennsylvania Gaming Control Board officials in the formulations or modification of programs of policies indicated by such analyses.

Performs related work as required.

Minimum Experience, Education, and Training:

Six years of professional experience in the field of communications or public relations, including three years in a responsible administrative or supervisory capacity; and a bachelor's degree with major course work in public relations, communications, political or social science, or closely related fields;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DEPUTY DIRECTOR OF COMMUNICATIONS

Class Summary:

This is professional public relations work supporting the media relations and public information functions in the Pennsylvania Gaming Control Board (PGCB).

The Deputy Director of Communications provides support for planning, organizing, and directing media relations in the PGCB. Work involves directing and participating in the preparation and transmittal to the media of policies and accomplishments of the PGCB. Work also involves providing advisory and consultative services to the Director of Communications and agency officials as their official spokesperson as well as representing the PGCB as official spokesperson. Employee may supervise a small professional, technical, and clerical staff. Work is under the general direction of the Director of Communications, who evaluates work timeliness, responsiveness, and effectiveness of results.

Examples of Work May Include but Are Not Limited To:

Plans, organizes, directs, and coordinates the PGCB media relations and public information.

Helps direct the work of a professional and technical staff in arranging and scheduling interviews between the PGCB personnel and the news medial and in selecting and preparing a variety of informational material to be presented through a diversity of media.

Prepares or directs the preparation of news releases, television, radio, and film scripts; brochures, pamphlets, reports, publications, and similar written and graphic public information and promotional material.

Writes, or directs the writing of news releases, television and radio scripts, and other material to be uses by the PGCB officials.

Makes speeches and otherwise serves as spokesperson for the PGCB on request of the Director of Communications.

Establishes and maintains effective working relationships with the PGCB officials and serves in a liaison capacity between the PGCB and the media in communications matters.

Performs related work as required.

Minimum Experience, Education, and Training:

Four years of professional experience in the field of communications, including three years in a responsible administrative or supervisory capacity; and a bachelor's degree with major course work in communications, public relations, English communications, political or social science, or a closely related field;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM07

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR, OFFICE OF FINANCIAL MANAGEMENT

Class Summary:

The Director, Office of Financial Management is responsible for directing the activities of the Pennsylvania Gaming Control Board's financial functions. Work involves developing standards and procedures for the formulation and analysis of the agency's annual budget, billing and collection of augmented funds, and preparing revenue forecasts relative to gaming in the Commonwealth. Work includes contacts with fiscal and operating officials to coordinate the implementation of solutions to fiscal problems. The Director, Office of Financial Management collaborates with accounting, management analysis, and personnel staff units in seeking and instituting ways of effecting greater economy and efficiency of operation, and in rendering advice to operating officials on administrative and staffing problems. The Director, Office of Financial Management is responsible for the agency's overall fiscal programs and supervises both professional and administrative staff.

The Director, Office of Financial Management reports to the Executive Director.

Examples of Work Performed but Are Not Limited To:

Plans and directs the work of budget analysts in reviewing and analyzing the operations and fiscal needs of the Pennsylvania Gaming Control Board (PGCB); reviews, appraises and adjusts budget requests; correlates budget needs with fiscal conditions, and the relative need for funds among bureaus and functions.

Supervises the administration of departmental budgets; authorizes transfers of funds; makes recommendations concerning personnel staffing and other matters resulting from altered fiscal conditions.

Confers with fiscal and operating officials on budgetary problems; works out policy changes and adjusts budgetary requirements.

Provides technical staff services to agency officials in the preparation of budgets.

Develops instructions for the preparation, analysis, and control of the agency budget.

Attends budget hearings; directs the review and analysis of appropriation bills, the maintenance of historical cost data, and the preparation of charts, graphs, and reports in relation to the agency budget.

Supervises a staff of professional and support personnel within the Office of Financial Management.

Provides advice and recommendations to the Office of Communication with regard to press releases and public speaking engagements concerning agency and industry financial figures.

Develops and oversees agency billing and collection of augmented funds including establishment of billing policies and procedures, invoice preparation and payment tracking.

Prepares table games and slots revenue forecasts for the agency and Department of Revenue to include conducting trend and threat analysis.

Ensure all outgoing bills are prepared accurately and timely.

Serve as the agency liaison with vendors and other external parties to ensure accurate formatting of all bills.

Performs related work as required.

Minimum Experience, Education and Training:

Seven years of progressively responsible experience in technical budget administration work and fiscal planning, including three years of experience in an administrative or supervisory capacity;
and a bachelor's degree;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

BUDGET ANALYST

Class Summary:

A Budget Analyst is responsible for compiling and analyzing budgetary information. Work involves contacts with fiscal and operating officials to obtain information or to explain well established policies, procedures, principles, and precedents. Employees are expected to carry out work assignments within established procedures and precedents, and work is checked occasionally during process by supervisor for conformance with established procedures and precedents.

A Budget Analyst reports to a Budget Manager or directly to the Chief Financial Officer.

Examples of Work Include but Are Not Limited To:

Examines budget estimates for completeness, accuracy, and conformance with procedures and regulations.

Examines requests for budget revisions; recommends approval or denial; drafts correspondence to explain why budget revisions are being altered or denied.

Analyzes monthly Pennsylvania Gaming Control Board (PGCB) budgeting and accounting reports for the purpose of maintaining expenditure controls.

Provides technical assistance to agency officials in the preparation and management of PGCB budgets.

Assembles fiscal and statistical data for use in budgetary evaluations, and maintains files of budgetary information.

Prepares account reconciliations for the purpose of balance budgetary accounts maintained in SAP and Agency databases.

Performs related work as required.

Minimum Experience, Education, and Training:

One year of experience in technical budget administration work; and a bachelor's degree;

Or any equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF HUMAN RESOURCES

Class Summary:

The Human Resources Director is responsible for directing a full functioning human resource management program including labor relations, classification, training, employee benefits, recruitment and placement, and human resources systems. Work involves providing guidance, direction and recommendations to management and executive staff regarding all aspects of employee development and utilization. Supervision is exercised over professional and clerical staff.

The Director of Human Resources reports to the Executive Director.

Examples of Work May Include But Are Not Limited To:

Directs a full functioning human resource program including employee relations, classification, training, employee benefits, labor relations, and human resource systems.

Directs and performs professional human resource work which is operational and developmental in nature.

Drafts, interprets, applies, and implements human resource policies.

Supervises professional, technical, and clerical staff.

Directs the conduct of position classification reviews and determines the proper classification of positions.

Provides guidance and recommendation to management and executive on all aspects of human resource management and presents recommendations to the Board.

Develops or supervises the development of employee training programs and employee benefit and human resource systems processes to meet agency needs.

Advises supervisors and managers on matters involving employee discipline.

Advises executive management staff on organization issues; prepares comments on requests for Board approval.

Serves as the agency chief negotiator for union related matters and conducts local labor management meetings.

Directs the investigation of employee grievances and provides appropriate agency responses.

Performs related work as required.

Minimum Experience, Education, and Training:

Four years of professional human resource experience, including experience in a union environment and a bachelor's degree;

Professional certification – PHR or SPHR - preferred

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

HUMAN RESOURCE SPECIALIST

Class Summary:

This is advanced professional human resource work in the development of programs, processes, or systems in a fully functioning human resources system. An employee in this class performs developmental work in the design and conduct of occupational studies, development and evaluation of human resource assessment programs, investigation and resolution of employee grievances, participation in contract negotiations, research and design of new conceptual/theoretical training courses, research and drafting of procedures and policies, Work requires professional judgment within central human resource policies and overall program control. Work is reviewed by the Director of Human Resources reports, correspondence, and evaluation of overall program results.

The incumbent in this position works with agency management staff to ensure Bureaus are equipped with the necessary staff and talent in carrying out the organization's mission. Work includes providing guidance, direction and recommendations to management and executive staff in regards to classification and compensation, employee and labor relations, recruitment and placement, and benefits and system issues.

This position reports to the Director of Human Resources.

Examples of Work May Include But Are Not Limited To:

Provides guidance and direction regarding all human resource programs including employee relations, classification, training, employee benefits and human resource systems.

Drafts, interprets, applies, and implements human resource policies.

Conducts position classification reviews and prepares recommendations of classification changes.

Develops employee training programs, employee benefit programs, and human resource systems processes to meet agency needs.

Advises supervisors and managers on matters involving employee discipline.

Coordinates the posting of agency vacancy announcements on Internet job sites and other state agencies.

Manages the recruitment process by receiving and evaluating all resumes, scheduling applicant interviews, coordinating interview panels, and recommending the most qualified candidate for hire.

Participates in weekly Personnel Committee meetings and assists in the development of Personnel Committee agendas.

Assists managers in determining recruitment and placement needs.

Maintains the agency organizational chart.

Conducts investigations of employee grievances and recommends resolution.

Participates in labor management meetings and negotiation sessions with union officials on local agreements.

Responsible for the administration of the agency's transactions, time-and-attendance, payroll, leave processing, complement control, and other automated human resource systems.

Prepares human resource reports for use by management and executive management as required.

Performs other duties as required.

Minimum Experience, Education, and Training:

Four years as a Human Resource Assistant;

Or two years of experience in the performance of professional human resource duties and a bachelor's degree;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM07

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

HUMAN RESOURCE ANALYST

Class Summary:

A Human Resource Analyst is responsible for performing analysis of programs or program processes to draft procedures or facilitate human resource program administration. This is usually accomplished through detailed study of an issue which will result in formal written recommendations for program improvement within an agency, or administration of programs which require professional judgments in Work processes which are not governed by procedure or strict guidelines.

This position reports to the Director of Human Resources.

Examples of Work May Include But Are Not Limited To:

Conducts new employee orientation and ensures all employees are educated on agency policies and benefits.

Serves as the agency Employee Benefits Coordinator and is responsible for ensuring information regarding benefit programs are disseminated to all employees.

Serves as the contact person for employment related programs including, Flu Shot, SECA, Statements of Financial Interest.

Drafts new or revised class specifications under the direction of a supervisor, including gathering job information, drafting allocation criteria, and preparing implementation plans such as allocation lists, pay range recommendations, and bargaining unit suggestions.

Revises existing training courses or prepares new courses for functional subjects, prepares course outlines, designs course methodology, and performs classroom instruction using visual aides, handouts, and exercises.

Administers and tracks all employee leaves of absence including compliance with the federal Family Medical Leave Act.

Assists in the development and administration of the agency's recruitment and selection process.

Maintains employee personnel files and records of employee policy acknowledgements.

Assists in the administration of the agency's transactions, time-and-attendance, payroll, leave processing, complement control, and other automated human resource systems. Performs related work as required.

Minimum Experience, Education, and Training:

Minimum one year as a Human Resource Assistant;

Or one year of experience in the performance of professional human resource duties and a bachelor's degree;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF OFFICE SERVICES

Class Summary:

The Director of Office Services is responsible for the management and delivery of services in the area of procurement, travel/conference support, and fleet management.

In this role, the Director of Office Services serves as principle procurement advisor to agency management and is responsible for managing procurement staff who oversee procurement programs, contract management and related systems. Work involves developing and implementing procurement goals, policies, procedures, and standards within the scope of existing laws and authority; communicating procurement initiatives and concerns; participating in negotiations; and preparing and monitoring operational budget requirements.

The Director maintains close association with the agency financial management staff and the Office of Comptroller in order to coordinate procurement and building services. Extensive contact is also maintained with top level management employees within the agency.

The Director of Office Services reports to the Chief Financial Officer.

Examples of Work May Include but Are Not Limited To:

Provides direction and management support to Procurement staff, Travel/Conference support staff, and Fleet Management staff.

Interprets/Reviews PGCB procurement policy and ensures compliance to procurement laws and policies.

Reviews accounting/procurement policies, procedures and systems to identify opportunities for improvement and develops proposals for review of PGCB management.

Develops procedures or manuals to provide guidance to all staff involved in procurement or business travel.

Participates in all contract negotiations to include leases of buildings or equipment, Requests for Proposals, Requests for Quotes, Sole Source and Emergency Purchase Orders and provides guidance to senior management as necessary.

Develops record-keeping/file management system that provides ample notification of contracts or leases nearing termination to avoid emergency procurement situations.

Remains informed of procurement and industry standards and practices.

Serves as principal advisor to top management on procurement activities and negotiations.

Communicates procurement initiatives and concerns.

Performs quality control reviews of all programs as indicated by the Director of Administration and provides quarterly reports to identify results of review.

Develops policies and procedures to address issues identified by quality control reviews as directed by the Director of Administration and in cooperation with Bureau management.

Prepares and ensures adherence to operational budget requirements.

Performs the full range of managerial duties.

Employees in this class may participate in the performance of their subordinates' work consistent with operational and organizational requirements.

Performs other related duties as required.

MINIMUM EXPERIENCE AND TRAINING:

Seven years of progressively responsible and varied work in the area of procurement and financial management, and a bachelor's degree in Accounting or related field.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE02

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

PROCUREMENT SPECIALIST

Class Summary:

The Procurement Specialist is responsible for the purchasing of supplies, materials, equipment, or services for the Pennsylvania Gaming Control Board. Duties include detailed work involved in purchasing general commodity groups. This includes the review of requisitions, the preparation of bid invitations, the review and award of bids, and the preparation of purchase orders. Work includes occasional contact with vendors and various agency officials concerning purchasing problems.

This position reports to the Director of Office Services.

Examples of Work May Include but Are Not Limited To:

Prepares purchase requests, field limited purchase orders, service purchase contracts, or stock encumbrances for needed supplies.

Inspects material upon receipt for compliance with specifications and inputs receipt of products.

Maintain monthly invoices and receipts from all vendors as well as contracts and bids from vendors.

Prepare invoices, copy and submit for payments to vendors.

Order all supplies and materials for all Pennsylvania Gaming Control Board (PGCB) field offices, this includes maintaining commonwealth VISA purchasing card, signing off on all purchases through the works payment manager system and acquiring all supporting documentation for audits of purchasing card from the comptroller's office.

Reviews specifications used as a basis for bids on all commodities of an assigned category.

Locates sources of supply capable of furnishing required items or services.

Maintains mailing lists of vendors interested in submitting bids on certain commodities; maintains other purchasing records and reference materials such as supply catalogs or state contract schedules; conducts correspondence with vendors regarding bids, delivery, and payment.

Discusses purchase requirements with users and advises on items best suited to individual needs or suggests substitutions for requested items.

Renew all attorney memberships; this also includes registering all attorneys and executive staff for conferences, trainings, and business trips.

Maintain all contracts and agreements for leasing of furniture and office space in all regional offices of PGCB.

Maintains parking garages passes internally.

Performs other related duties.

Minimum Experience, Education, and Training:

One year of purchasing work involving contact with vendors in the procurement of a variety of supplies, materials, equipment, and services; or four years of stores or warehouse experience that included responsibility for maintaining inventory control or requisitioning or ordering supplies. Post-high school instruction may be substituted on a year-for-year basis for purchasing or stores experience to a maximum of two years.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 5

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

TRAVEL MANAGER

The Travel Manager is responsible for ensuring that employees' travel reimbursements are processed in accordance with Management Directives, Commonwealth of PA, and agency procedures in a timely manner. In accomplishing this task, the employee serves as Agency Coordinator for the Commonwealth Corporate Card Program, Office of the Budget and PNC Bank. Work involves providing guidance with application submission, processes delinquency reports, writes disciplinary letters and adds support and technical assistance to Pennsylvania Gaming Control Board (PGCB) staff. The employee approves all Purchasing Card transactions in the PNC Bank Works system to be sure we are in compliance with both the Commonwealth and Agency policies and procedures and coding funds are correct, represents PGCB in negotiating contracts with vendors (Hotels/Convention Centers/Universities) in regards to conferences/open forum meetings and Public hearings, communicates with PGCB personnel, other Commonwealth agencies and vendors pertaining to policies, procedures and related payment issues, analyzes the appropriate SAP work flow box to assure that all travel documents are processed on a timely basis, and is the Liaison between the Governor's Office of Administration, Bureau of Payroll and Operations in all matters related to travel and travel policies.

This position reports to the Director of Office Services or the Chief Financial Officer.

Examples of Work May Include but Are Not Limited To:

Analyzes information and keeps the agency advised of policy changes and potential impacts.

Provides training and guidance to all employees in ESS, travel expense reimbursement including decision making involving policy interpretation.

Communicates orally and in writing; analyze and interpret data; devise solutions; understand and follow policies, procedures, rules and directives.

Serves as liaison between our department and Bureau of Commonwealth Payroll Operation and Department of Treasury.

Trouble shoots all problems with Bureau of Commonwealth Payroll Operations and Department of Treasury.

Conducts training to employees in the ESS – travel manager system to become travel arrangers.

Secures airline/train travel arrangements for employees and issues hotel orders as necessary.

Serves as Agency Coordinator for PNC Visa Corporate cards & Purchasing Cards.

Processes General Invoices, Purchase Orders, and procures contracts with facilities securing meeting rooms, catering services for meetings and conventions and overnight room accommodations.

Serves as Training Coordinator for all agency employees and coordinates payment for courses, interprets out-service training rules and regulations.

Oversees travel and subsistence reimbursement requests and responds to inquiries by BCPO and employees regarding travel status and subsistence

Serves as the Agency Administrator for PNC Travel Card and the back-up purchasing agent for the agency.

Minimum Experience, Education, and Training:

A high school diploma and four years of relevant work experience;

Or a bachelor's degree;

Or any equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

RECORDS RETENTION MANAGER

Class Summary:

This is responsible administrative work performing a full range of management functions as they pertain to agency record retention, the Commonwealth Right to Know Law (RTKL) and all agency related safety matters.

An employee in this class is accountable for the oversight, development and implementation of record retention policies and schedules, as well as the coordination of all document preparation and delivery to the State Record Center. This position is also responsible for receiving, researching, and responding to requests for public records under the Commonwealth Right to Know Law. In addition, this position will serve as the point of contact for all safety matters, and administer the safety program for the agency to ensure a safe workplace for all employees.

Examples of Work May Include but Are Not Limited To:

Records Retention:

Administers, analyzes and coordinates the agency's Records Management Program to provide for the maintenance, retention, transfer and disposition of all types of records, regardless of format.

Assists agency program staff in the implementation of their records management program, including the inventory, analysis and scheduling of agency records with regard to statutory and administrative requirements.

Conducts process reviews with agency staff to establish Records Management policy and procedures.

Provides assistance and technical information to all field units, offices and agency managers that request information and assistance for problems relating to records management. Interprets and enforces rules, regulations and policies of the records management program.

Coordinates transfer of appropriate records to State Records Center and State Archives; maintains appropriate records of personnel authorized to access said records; verifies and authorizes all transactions.

Coordinates disposal of appropriate records.

Coordinates with departing employees and their supervisors about the proper disposition of their records and other materials.

Right to Know Law:

Reviews and evaluates all RTKL requests and involves appropriate bureaus in the gathering of responsive information.

Works in conjunction with the Office of Chief Counsel to ensure that all RTKL responses are compliant with the request and appropriate in regards to the Gaming Act, and PGCB Regulations.

Issues interim and final RTKL responses.

Manages all RTKL requests in an efficient timeframe and maintains the RTKL request tracking system.

Updates PGCB website with a summary of the RTKL request and its disposition.

Safety and Health:

Maintains accurate records and the Safety & Health Manual, in compliance with Accident and Illness Prevention Program (AIPP), Office of Administration directives, and applicable safety rules and regulations.

Develops and reviews emergency evacuation plans and ensures the proper training and staffing levels of agency evacuation support volunteers.

Ensures agency offices are inspected on a semi-annual basis to identify hazards and ensures identified hazards are addressed or eliminated.

Organizes, Chairs and coordinates the agency's joint Labor/Management Safety Committee and facilitates Safety Committee meetings.

Administers the employee safety suggestion and communication program by addressing concerns and ideas submitted.

Ensures that prompt access to CPR and/or automatic external defibrillators (AED) is available by having trained first responders at all agency offices. Additionally, ensures that basic first aid supplies are accessible to all staff.

The employee in this position works independently with minimal supervision. Professional and advanced technical work is performed involving the planning, developing and coordinating of the agency's Records Management Program, RTKL policy and Safety and Health program. The work and associated responsibilities require a high degree of initiative and independent judgment in making technical decisions, providing information and recommendations to the Executive Director and the Board,

and coordinating and developing methods and procedures for the operation of the various program areas.

General Duties:

Participates in all new hire orientation in order to properly train employees regarding their responsibilities under the RTKL, the PGCB Record Retention Policy, and the PGCB Health and Safety Program.

Trains and coordinates the activities of an alternate coordinator for records retention, right to know law requests and safety/health.

Performs related work as required.

Minimum Experience, Education, and Training:

Three years of experience in progressively responsible and varied office management or staff work, and a bachelor's degree.

Experience in administering a Records Management Program, Right to Know Law Requests, or an agency Safety and Health Program is preferred.

or

Any equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to stand, stoop, pull, lift, bend, kneel, twist, grasp, and walk.

Ability to lift boxed records and stored documents weighing up to 25lbs.

Occasionally performs records retention duties outside of the typical office environment, including basement storage and commonwealth records storage facilities.

Coordinate physical evacuation of employees during planned fire drills and emergency situations.

Eligible to be trained in CPR?AED.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF INFORMATION TECHNOLOGY

Class Summary:

The Director of Information Technology is responsible for directing the full range of information technology programs in the Pennsylvania Gaming Control Board (PGCB). Work includes formulating information technology objectives and strategic plans, directing planning and developmental activities, assessing hardware and software products, negotiating and managing vendor contracts and coordinating information technology resource acquisition. Critical aspects of the work involve providing expert advice and guidance to the Board and executives on capabilities and limitations of available information technology and providing expertise and leadership in high impact agency-wide initiatives.

Information technology priorities are established in consultation with the Director of Administration. Work is performed independently using initiative and judgment in managing the information technology resources. Work is reviewed for effectiveness through periodic reports, conferences and achievement of organizational objectives.

This position reports to the Chief Financial Officer.

Examples of Work May Include but Are Not Limited To:

Plans, organizes and directs the analysis, design, development, implementation and operation of information systems in support of agency needs.

Prepares progress reports to inform management of project development and deviations from objectives, consults with specialist or technical personnel to solve difficult problems.

Consults with agency executives and program managers to determine information systems priorities and requirements and develops data processing objectives to meet user needs.

Provides guidance and assistance to agency officials and program managers on resources capabilities relative to the adaptation of systems to data processing based on resources available.

Formulates information technology objectives and plans in consultation with agency executives and program managers.

Directs research to identify operational requirements related to hardware and software needs, site and systems security and disaster recovery procedures.

Negotiates and manages vendor contracts for equipment, software and maintenance services.

Plans, organizes and directs the analysis, design, development, implementation and operation of information technology resources in support of organization needs.

Directs the establishment of priorities for high impact information technology initiatives and projects, develops cost estimates, determines staffing requirements and, develops work plans and timelines, monitors project status, and oversees implementation.

Serves as project manager for organization-wide systems development efforts, and directs and supports multiple information systems development project teams.

Directs the development of policies and procedures regarding the organization's information technology infrastructure consistent with agency standards.

Directs consultation with users to discuss software and hardware needs, to assess existing hardware and software, and directs surveys of proposed modifications to support the overall departmental information technology infrastructure

Directs the preparation of specifications for the acquisition of hardware, software, and services, and oversees the contractor's work to ensure compliance with contract specifications.

Directs the review of new or expanded information systems, design concepts, specifications, plans, contracts and other documents related to information technology resources.

Directs and coordinates information technology technical support, security, planning, disaster recovery, contracted services, acquisition, implementation, maintenance, training, and operational functions for the agency.

Researches new technologies for enhancement to the agency's information technology infrastructure.

Monitors overall operational efficiency and initiates projects to improve performance.

Directs all information technology support services provided by contracted vendors, maintains coordination, and performs quality assurance measures.

Provides consultative guidance and direction to departmental management on the utilization and capabilities of the departmental information technology resources.

Directs the training of subordinate staff to ensure they are kept up to date with changes in technology.

Performs related work as required.

Minimum Experience, Education, and Training:

Five (5) years of supervisory experience of highly advanced technical information technology personnel; and a Bachelor's Degree that included or was supplemented by 18 credits in Computer Science; Management, Computer or Business Information Systems; Microcomputer Technology, Information Technology, Desktop Technology or closely related field;

Or, an equivalent combination of experience and training that included five (5) years of supervisory experience and 18 credits in Computer Science; Management, Computer or Business Information Systems; Microcomputer Technology, Information Technology, Desktop Technology or closely related field. Graduate training in computer science or information technology may be substituted for the required experience to a maximum of one (1) year.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

APPLICATIONS DEVELOPER

Class Summary:

An Applications Developer is responsible for the analysis, planning, design, development, programming, testing and debugging, maintenance, and documentation of highly complex computer applications to fulfill the needs of the Pennsylvania Gaming Control Board's (PGCB) business systems. Work at this level includes the assignment and accountability for highly complex computer application development projects; or the permanent assignment of lead worker responsibilities for developers performing advanced technical work; or independent application development and maintenance of a major departmental system or group of systems so critical to core business functions that inoperability would significantly impact/impair operations.

Work involves independent development and/or maintenance of complex computer applications requiring consideration of several variables or operational requirements. The Application Developer may serve as a team member on highly complex departmental or inter-bureau systems development projects that involve critical business processes, numerous variables and diverse operational requirements. Work assignments include responsibility for critical phases of complex applications development projects from their inception as a systems analysis problem to their completion as operational computer applications. The Developer works with staff to negotiate, prioritize, and define systems requirements and necessary modifications, program the application, and complete documentation and procedures for installation and maintenance. Work is assigned in broad outline by an administrative or technical supervisor and is performed independently with initiative and is reviewed upon completion for overall effectiveness in meeting the client and agency needs.

The Applications Developer reports to the Director of Information Technology.

Examples of Work May Include But Are Not Limited:

Develops criteria to evaluate complex user applications and determine whether systems can be created using packaged desktop PC software or require traditional application development efforts.

Conducts detailed studies of current complex systems and PGCB processes, including existing procedures, information flows, and methods of work organization and control to develop logical models of the current systems.

Coordinates with management, program staff, and selected vendors; monitors and reports on project progress; resolves critical development issues; and advises management of any delay or problem which would impact adherence to the project completion time frames.

Utilizes standard and advanced computer system design techniques, system methodologies, and developmental tools.

Meets with users to determine manual or automated processing inefficiencies or problems, business objectives and operational needs, level of utilization of existing systems, and computer equipment capability to identify information technology alternatives and provide solutions for improving operations.

Uses information modeling and information technology strategic planning methodologies in working with agency managers to develop system applications which align user systems with the agency's mission, including use of computer assisted systems engineering, rapid application development, and shared application development approaches.

Directs and participates in fact-finding studies of pertinent data, problem analysis, and system design using data processing concepts and techniques; conducts time studies; gathers data about current methods, applications, objectives, costs volumes, reports, outside relationships, and similar factors to be taken into account in systems design; and records and analyzes the data.

Identifies and evaluates alternative design options for complex business systems supporting multiple applications, including the technical and economic feasibility of each alternative and develops and presents and advises clients and higher level managers on recommendations for systems parameters, including proposed schedule and projected costs for development.

Meets with users to document processes and reporting requirements of current systems, utilizing appropriate systems documentation methods and processes. Obtains approval of documentation to ensure that all aspects of the current systems are correctly documented.

Develops objectives for proposed complex systems characterized by the existence of multiple functions integrated into single systems, including the logical model for the systems, process logic definitions, critical data elements, and logical system design to meet the user's requirements.

Develops specifications for proposed complex physical systems supporting multiple business applications, including report layouts, screens, input documents and forms file design, forms design, and physical file structure.

Participates in application development projects utilizing computer-assisted systems engineering, rapid application development and shared application development approaches.

Performs system and program coding, testing, and documentation, including analysis of input and output from system tests to ensure that user requirements are being met. Installs and field-tests the application. Prepares user test plans utilizing data and examples provided by the users.

Participates in the planning and development of appropriate quality assurance procedures, including data security, back-up and recovery, and systems controls.

Prepares and maintains computer operations documentation, including production control procedures for application productions execution.

Provides training to appropriate personnel on newly developed systems. Develops plans to make an orderly transition from the existing system to the new system; monitors effectiveness of user operations to identify and rectify problems; maintains communication with source agencies, users, data processing personnel, and others involved in the work processes to identify and resolve systems deficiencies.

Meets with users to gain their formal acceptance of new system applications prior to implementation and ensures maximum efficiency in application connectivity, data sharing, and time and space utilization with the agency's business operations. Recommends approval of applications for migration to production, installs and field tests applications, and provides leadership and technical assistance in revising and modifying applications during testing to ensure the applications fulfill client requirements.

Acts as primary contact with users and user management regarding complex and multi-function system operations and new developments, corrections, and enhancements they may require.

Provides technical advise to users regarding new software and technology that may improve or streamline system operations. Advises on costs and cost effectiveness in making system revisions or changes.

Performs related work as required.

Minimum Experience, Education, and Training:

Experience with Java the .NET Framework, MS Visual Studio, ASP.NET web application development, and Structured Query Language (SQL) are a requirement for this position.

Or, five (5) years of technical information technology experience in applications development and/or business process analysis;

Or, one (1) year of technical information technology experience in applications development and/or business process analysis and a Bachelor's Degree in Computer Science; Management, Computer or Business Information Systems or a closely related field;

Or, any equivalent combination of experience and training that includes at least 18 credits in Computer Science; Management, Computer or Business Information Systems or a closely related field.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 8

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Class Summary:

The Information Technology Support Specialist is responsible for performing a broad range of administrative and highly advanced technical information technology duties in at least two of the following areas: information technology support; centralized management and integration of Pennsylvania Gaming Control Board (PGCB) wide voice and data telecommunications activities; design and configuration of the voice and data systems and networks; and administration services.

The Information Technology Support Specialist reports to the Director of Information Technology.

Work includes technical and administrative functions: providing project leadership involving information systems and telecommunications in a moderate to very complex technology environment for automation and/or communication systems; independently performing network administration functions in a complex network environment based on the necessity of integrating and managing the network and connectivity with other networks, platforms, and protocols including the communications hardware and software to support connectivity; planning, developing, reviewing, and evaluating statewide systems, equipment, facilities, and services in the PGCB; developing proposals for systems and the preparation of design criteria, design concepts, requests for proposals, and specifications for the purchase or lease of related equipment, networks, and systems; independently managing data resources through the planning, design, and implementation of systems for the PGCB; and performing work of comparable scope and complexity in information technology support and administration services in information technology procurement, user support, planning, security, and/or training.

Work is characterized by independent duties advising staff on capabilities and limitations of available information technology and providing expertise and leadership for all phases of highly complex telecommunications projects. Work may include directing technology projects and assigned staff and leading the need analysis, operations analysis, and systems analysis activities for the operation, implementation, and enhancement of information technology activities of the area. Work may involve contact with representatives of other governmental agencies, telecommunications and service vendors to coordinate activities of the PGCB, telephone companies, contractors, consultants, and others providing telecommunications services and equipment. This work may involve directing the activities of contracted personnel in support of the project/initiative. Work is generally performed in a distributed systems environment and involves applying

technology and innovation to enhance complicated business processes. Employees in this class may direct the work of information technology professional and/or technical personnel. Work is assigned in the form of objectives by an administrative or technical superior, is performed independently with initiative, and is reviewed for achievement of objectives and meeting the needs of the organization.

Examples of Work May Include but Are Not Limited:

Conducts analysis studies of present methods, applications, objectives and all pertinent data, followed by the design of improved systems, using automated technology equipment and techniques.

Manages and supports connectivity for complex local and wide area systems, a wide variety of hardware and software, and many varied peripherals.

Provides project coordination for information technology and telecommunications projects, including technical expertise and leadership for all phases of development and in the use of technology.

Plans and designs Local Area Network/Wide Area Network (LAN/WAN) systems and voice/data telecommunications systems; analyzes technical requirements, sizing, and performance of network design including the environment, physical wiring plan, connectivity standards, hardware and software requirements and the network operating system.

Administers all LANs/WANs within the agency which includes multiple server connectivity and initiates trouble calls to other agencies to isolate and resolve system or communications related problems.

Installs, maintains, and upgrades all software and hardware related to a complex LAN/WAN.

Provides consultative technical advice and assistance in the design, acquisition, installation, operation, integration, and maintenance of complex networks and voice/data telecommunications.

Directs and consults with vendors, consultants, or contractors providing specific services or functions for establishing and maintaining networks.

Develops and enforces agency and/or enterprise wide information technology security policies and procedures, including physical security, security awareness, and the access and use of network resources in compliance with agency standards.

Provides technical assistance to users in resolving any software, hardware, communications, system resource, security, or application problems.

Supports and develops PGCB Enterprise Business Recovery Planning using specialized recovery software to ensure security issues for highly sensitive and/or critical systems in

compliance with agency policies. Serves as a technical consultant with information technology staff for all aspects of information technology security to ensure security levels are established and maintained in compliance with agency policies.

Responds to special requests for sensitive or confidential information within federal, state, or the PGCB guidelines.

Supports the agency-wide Help Desk facilities to aid the user with issues and problems with hardware, software, and voice/data systems.

Plans and conducts the assessment of capabilities and cost analysis of voice, data, and computer resources to evaluate current conditions to develop planning documents for the operation and expansion or curtailment of PGCB information technology systems and services.

Reviews, evaluates, and reports on the capabilities and limitations of industry technologies relative to the agency's systems environment and participates in developing: network and systems requirements; operational design criteria; requests for proposals; cost estimates; and acceptance testing.

Monitors system resources for availability, efficiency, and cost effectiveness.

Monitors the system message logs for errors and warning messages, looking for existing or potential software, hardware, network, or system problems and addresses and corrects those problems found.

Works with and advises project team members in the proper use of distributed mass storage resources and considers the impact of increased or decreased access upon the central database.

Advises project team members about incorporating appropriate LAN/WAN based system backup/recovery procedures and performance concerns into the systems design specifications.

Evaluates and recommends information technology vendors for contract award.

Performs related work as required.

Minimum Experience, Education, and Training:

Three (3) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance; and an associate degree in computer science;

Or, five (5) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support, telecommunications hardware and software installation, operation, and maintenance;

Or, one (1) year of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance; and a bachelor's degree including or supplemented by 18 credits in computer science; management, computer or business information systems; microcomputer technology, information technology, desktop technology or closely related field;

Or, an equivalent combination of experience and training that includes 18 credits in computer science; management, computer or business information systems or a closely related field, and two (2) years of experience providing information technology support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance.. Equivalent clock hours in computer science; management, computer or business information systems may be substituted for the required credits.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 8

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

INFORMATION TECHNOLOGY GENERALIST

Class Summary:

The Information Technology Generalist is responsible for performing a broad range of administrative and highly advanced information technology duties in one or more of the following areas: information technology support, centralized management and integration of Pennsylvania Gaming Control Board (PGCB) wide voice and data telecommunications activities, web design; support and services and administration services. The Information Technology Generalist reports to the Chief Technology Officer. Work includes technical and administrative functions: providing project leadership involving information systems and telecommunications in a moderate to very complex technology environment for automation and/or communication systems; planning, developing, reviewing, and evaluating statewide systems, equipment, facilities, and services in the PGCB; developing proposals for systems and the preparation of design criteria, design concepts, requests for proposals, and specifications for the purchase or lease of related equipment and systems; independently managing data resources through the planning, design, and implementation of systems for the PGCB; and performing work of comparable scope and complexity in information technology support and administration services in information technology procurement, user support, planning, security, and/or training. Work may also include a full range of web support functions includes gathering and analyzing user and site requirements; recommending methods for delivering services or information through internet portals or pages; developing and maintaining the navigational structure and taxonomy by applying logic and best practices; writing code; publishing or coordinating the publishing of web site pages; testing web pages and applications and resolving problems to ensure web sites meet accessibility and usability standards; monitoring site traffic and determining site capacity to meet user demands and performance standards.

Work is characterized by independent duties advising staff on capabilities and limitations of available information technology and providing expertise and leadership for all phases of highly complex telecommunications projects or web design and support. Work may include directing technology projects and assigned staff and leading the need analysis, operations analysis, and systems analysis activities for the operation, implementation, and enhancement of information technology activities of the area. Work may involve contact with representatives of other governmental agencies, telecommunications, web support and service vendors to coordinate activities of the PGCB, as well as, telephone companies, contractors, consultants, and others providing web services, telecommunications services and equipment. This work may involve directing the

activities of contracted personnel in support of the project/initiative. Work is generally performed in a distributed systems environment and involves applying technology and innovation to enhance complicated business processes. Employees in this class may direct the work of information technology professional and/or technical personnel. Work is assigned in the form of objectives by an administrative or technical superior, is performed independently with initiative, and is reviewed for achievement of objectives and meeting the needs of the organization.

Examples of Work May Include but Are Not Limited:

Conducts analysis studies of present methods, applications, objectives and all pertinent data, followed by the design of improved systems, using automated technology equipment and techniques. Manages and supports connectivity for complex local and wide area systems, a wide variety of hardware and software, and many varied peripherals.

Provides project coordination for information technology and telecommunications projects, including technical expertise and leadership for all phases of development and in the use of technology.

Provides consultative technical advice and assistance in the design, acquisition, installation, operation, integration, and maintenance of complex voice/data telecommunications.

Meets with users to determine existing business processes, web service inefficiencies or problems, business objectives and requirements, operational needs, level of utilization, and computer equipment capability to design or modify a web solution that will meet their needs, identify alternatives, and provide solutions for improving web services.

Proposes best methods for web page layout and design to the client and advises the client about state web page guidelines.

Develops and maintains monitoring scripts and schedules to monitor web site availability and efficiency and ensure web services are running appropriately on the site.

Develops and enforces agency and/or enterprise wide information technology security policies and procedures, including physical security, security awareness, and the access and use of network resources in compliance with agency standards.

Provides technical assistance to users in resolving any software, hardware, communications, system resource, security, or application problems.

Supports and develops PGCB Enterprise Business Recovery Planning using specialized recovery software to ensure security issues for highly sensitive and/or critical systems in compliance with agency policies.

Serves as a technical consultant with information technology staff for all aspects of information technology security to ensure security levels are established and maintained in compliance with agency policies.

Develops configurations and instructions and provides support in the maintenance and operation of videoconferencing systems.

Responds to special requests for sensitive or confidential information within federal, state, or the PGCB guidelines.

Supports the agency-wide Help Desk facilities to aid the user with issues and problems with hardware, software, and voice/data systems.

Installs, configures, and supports applications used by PGCB which are internally developed or industry standard.

Plans and conducts the assessment of capabilities and cost analysis of voice, data, and computer resources to evaluate current conditions to develop planning documents for the operation and expansion or curtailment of PGCB information technology systems and services.

Reviews, evaluates, and reports on the capabilities and limitations of industry technologies relative to the agency's systems environment and participates in developing: network and systems requirements; operational design criteria; requests for proposals; cost estimates; and acceptance testing.

Monitors system resources for availability, efficiency, and cost effectiveness. Monitors the system message logs for errors and warning messages, looking for existing or potential software, hardware, network, or system problems and addresses and corrects those problems found.

Works with and advises project team members in the proper use of distributed mass storage resources and considers the impact of increased or decreased access upon the central database.

Evaluates and recommends information technology vendors for contract award. Performs related work as required.

Required Knowledges, Skills and Abilities

Knowledge of information technology concepts and practices.

Knowledge of the component parts of personal computers, peripherals, servers, and their associated functionality.

Knowledge of the functions and capabilities of hardware and software.

Knowledge of troubleshooting techniques.

Knowledge of the use and interpretation of diagnostic utility programs used in troubleshooting problems.

Knowledge of networking concepts.

Knowledge of database concepts.

Knowledge of the principles of information technology project management.

Knowledge of information technology security principles.

Knowledge of research principles and techniques to identify business requirements and solutions to problems.

Knowledge of hardware and software testing methods.

Knowledge of the principles and techniques of information technology documentation.

Knowledge of information technology systems performance monitoring techniques.

Ability to analyze business processes to identify functional requirements.

Ability to read and interpret technical materials such as specifications, technical manuals, and other project documentation.

Ability to analyze information in order to diagnose and troubleshoot technical problems.

Knowledge of the methods and techniques involved in the design, installation, operation, testing, and maintenance of voice and data telecommunications systems.

Ability to perform analysis of voice and data telecommunications systems.

Ability to interpret and analyze systems plans, proposals, and specifications for feasibility and cost effectiveness.

Knowledge of web site development including navigational structure.

Knowledge of web page authoring techniques and tools.

Knowledge of web development programming languages.

Knowledge of web testing processes and procedures.

Knowledge of web accessibility and usability design techniques.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to establish and maintain effective working relationships.

Minimum Experience, Education, and Training:

One (1) year of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, web design and support, telecommunications hardware and software installation, operation, and maintenance; and a bachelor's degree including or supplemented by 18 credits in computer science; management, computer or business information systems; microcomputer technology, information technology, desktop technology, web design or closely related field;

Three (3) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, web design and support, telecommunications hardware and software installation, operation, and maintenance; and an associate degree in any information technology field;
Or, five (5) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support, web design and support, telecommunications hardware and software installation, operation, and maintenance;

Or, an equivalent combination of experience and training that includes 18 credits in computer science; management, computer or business information systems or a closely related field, and two (2) years of experience providing information technology support services in a variety of areas to include: desktop PC support services, web design and support, telecommunications hardware and software installation, operation, and maintenance.

Equivalent clock hours in computer science; management, computer or business information systems may be substituted for the required credits.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale 7

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF GAMING LABORATORY OPERATIONS

Class Summary:

The Director of Gaming Laboratory Operations is responsible for providing technical and managerial direction and oversight to the Bureau. The Director will have an in depth knowledge of the policies and procedures which dictate the manner in which the slot machines and associated equipment operate.

Work includes assuring that policies and procedures are in compliance with established Board regulations and that professional technical design/review standards of the slot machines and associated equipment are in compliance when proposed for approval and subsequently when placed in operation in Pennsylvania casinos. Supervision is exercised over a professional and technical staff through subordinate managers.

The Director of Gaming Laboratory Operations reports to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Oversee the testing and certification of slot machines and technical equipment as mandated by Act 71.

Develops and/or recommends policy changes to meet the technological innovations of slot machines and associated equipment to insure that the integrity of the industry is retained.

Develops policies and procedures that assure all products proposed for approval are in compliance with the prevailing regulations adopted by the Board.

Directs the Bureau personnel to provide expertise and technical guidance to other departmental organizations as required.

Possesses the ability to delegate work among staff and produce status reports as needed.

Develops and directs investigative procedures into alleged cheating incidents involving slot machines or associated equipment.

Makes recommendations regarding device approvals and regulation specifications.

Insures that the Bureau has personnel with expert knowledge in the fields of statistical analysis, computer science and electrical engineering as necessary to meet the assignments.

Participates in the creation of rules and policies established by Board.

Performs related duties as required.

Minimum Experience, Education and Training:

A Bachelor's degree in a related field; and

Five years of progressively responsible management in a gaming laboratory environment which includes at least two years of establishing goals and operational policies and procedures for professional subordinates involved in engineering and statistics.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Pay Range: GE04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

GAMING LABORATORY MANAGER

Class Summary:

The Gaming Laboratory Operations Manager is responsible for understanding, planning, organizing, managing and implementing the policies and procedures needed to insure the integrity of slot machines and associated equipment. Each manager will implement their responsibilities for the evaluation, inspection or investigation of slot machines and associated equipment as directed, and will supervise a technical staff to help achieve stated objectives.

The Gaming Laboratory Manager reports to the Director of Gaming Laboratory Operations.

Examples of Work May Include but Are Not Limited To:

Configures and tests numerical analysis and verification of slot machines and associated equipment.

Accesses the necessary information from slot machines and associated equipment for audit and reconciliation purposes.

Interfaces slot machines with casino monitoring systems and related equipment.

Works with expert procedural knowledge regarding investigations into alleged cheating incidents involving slot machines and associated equipment.

Works with expert knowledge of statutes and regulations with emphasis on creating the interpretation and implementation of same.

Makes sound recommendations regarding work related challenges.

Delegates workload among assigned staff and to create status reports for the Director.

Works with knowledge of network security and encryption systems.

Performs other duties as assigned.

Minimum Experience, Education and Training:

A Bachelor's degree in electrical engineering, computer engineering, software engineer, computer science. Statistician manager must possess a BA or BS in Statistics or Applied Mathematics or a Masters degree in these fields.

Applicants will possess three or more years experience in their field to be considered for a manager position of the appropriate section.

Applicants focused on Managers for Systems and Kiosks and Slot Certification will have knowledge of operating systems such as Microsoft windows, Windows CE, UNIX/Linux. Working knowledge of C,C++, TCP/IP, XML, and networking.

Applicants for the Gaming Equipment Inspection manager position will have knowledge of computer systems and an appropriate degree.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Scale Group: 10

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ELECTRONICS ENGINEER

Class Summary:

This position is responsible for evaluating gaming devices, modifications to gaming devices, slot monitoring systems, ancillary equipment, conducting investigations and performing other work related duties as assigned.

Supervision is received from a Manager of Gaming Laboratory Operations.

Examples of Work May Include but Are Not Limited To:

Assesses gaming device viability and reliability.

Analyze equipment for compliance with appropriate regulations.

Confirm accuracy and completeness of submission checklists.

Tests and verifies the accuracy of slot machine communication with the central computer system.

Tests and analyzes accuracy of slot monitoring systems and subsequent modifications.

Tests and analyzes kiosks used for voucher redemptions in connection with gaming operations.

Writes computer programs to perform various computations and simulations.

Investigates alleged cheating incidents involving electronic equipment.

Investigates gaming devices involved in player disputes and furnish reports as requested.

Confirms statistical analysis of gaming devices.

Performs in-depth analysis and testing of gaming devices.

Assists in seizure of electronic equipment suspected of use in illegal activities.

Trains personnel in gaming equipment inspection procedures as appropriate.

Performs other related duties.

Minimum Experience, Education, and Training:

Bachelor's degree in Electrical Engineering, Computer Engineering, Software Engineering, or Computer Science and two years of progressively responsible experience in microprocessor systems analysis, design, and programming in Assembly, C, C++, C# or other common development languages.

Or two or more years experience in gaming product testing and analysis;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Scale Group: 8

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

STATISTICIAN

Class Summary:

Under administrative direction of the Gaming Laboratory, responsible for evaluating the theoretical return for each gaming theme submitted for review with particular attention to specific rules involving payout percentages, odds, volatility, symbol weights, bonus triggers and the specific rules of each game play. Perform analysis of pseudo random number generators used for gaming purposes.

Supervision is received from a Manager of Gaming Laboratory Operations.

Examples of Work May Include but Are Not Limited To:

Perform sufficient analysis of each different game theme to insure compliance with regulations regarding payback percentage, volatility, odds of all available awards, symbol weights, rules for bonus triggers and any unique rules for each game.

Verification via independent analysis of simulation programs submitted by manufacturers and used for mathematical, statistical and probability calculations to determine accuracy and, with regard to regulatory goals, integrity. Simulation programs are used to run a series of statistical tests to produce a confidence limit of attributes that are permissible within the rules.

Determines the combinatory outcome of all payouts represented in the submitted program using probability, statistics, and permutation formulas.

Develops computer algorithms to assist the agency in performing the necessary mathematical, statistical and probability calculations required for game analysis.

Uses the appropriate statistical tools to analyze the collected data to determine the randomness in the application of the pseudo random number generator to include chi2 test, runs test, and a serial correlation test.

Creates reports and graphs to document the analysis and findings.

Confirm accuracy and completeness of submission packages and accuracy of accompanying checklist(s).

Confirm statistical analysis of gaming devices.

Coordinates with field units to verify that progressive parameters are within compliance.

Verifies accuracy of award tables, rules and game description.

Travels as necessary to complete assignments.

Performs other related duties.

Minimum Experience, Education and Training:

A Bachelor's degree in Statistics or Applied Mathematics or two years of progressively responsible experience in the application of statistical analysis, and programming in SAS or other analytical languages;

Or two or more years experience in gaming product analysis;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Scale Group: 8

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF COMPULSIVE AND PROBLEM GAMBLING

Class Summary:

The Director of the Office of Compulsive and Problem Gambling serves as the head of the Office of Compulsive and Problem Gambling and will research, develop and administer all programs designed to prevent, educate and treat compulsive and problem gambling in the Commonwealth, in compliance with the Pennsylvania Race Horse and Development Act (“Act 71”), 4 Pa.Cons.Stat. §§ 1101–1904, and the regulations promulgated thereunder.

The Director of Compulsive and Problem Gambling reports directly to the Executive Director.

Examples of Work May Include but Are Not Limited To:

Reviews the compulsive gambling plans and procedures of all entities that have submitted slot machine applications with the Pennsylvania Gaming Control Board (PGCB) or have been granted licensure with the PGCB, to ensure that the plans and procedures comply with the minimum requirements of 58 Pa. Code §§ 501, 501 and 513 regarding compulsive, problem, self-excluded, intoxicated and underage gambling.

Maintains the self-exclusion list and coordinates with the Bureau of Investigation and Enforcement regarding self-exclusion intake and the dissemination of the self-exclusion list.

Collaborates with the Department of Health and the Pennsylvania Council on Problem Gambling to implement the provisions of 4 Pa.Cons.Stat. § 1509 (relating to Compulsive and Problem Gambling Program).

Liaises with the public, treatment providers, compulsive gamblers assistance organizations, media and others regarding recognition and prevention of compulsive and problem gambling.

Maintains an understanding of the addiction of pathological gambling and related studies.

Oversees funding for Compulsive and Problem Gambling Programs.

Minimum Experience, Education and Training:

Bachelor's degree and a Professional degree required;

Or an equivalent combination of education and experience.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE02

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

PROGRAM ANALYST

Class Summary

This is professional work in planning, developing, and monitoring of PGCB programs. An employee in this class collects, organizes, analyzes, and presents data for planning, developing, and monitoring of PGCB programs. Work involves the development and recommendation of plans, policies, and/or standards to enhance the effectiveness of PGCB programs. Work is performed with considerable independence with a general review upon completion.

Examples of Work May Include but Are Not Limited To:

Collects, organizes, analyzes, and presents data for planning, developing, and monitoring of PGCB programs.

Collects and analyzes information required to develop PGCB programs and policies.

Develops and/or revises PGCB program regulations, guidelines, standards and procedures.

Collects, analyzes, and prepares data for Bureau and Agency planning.

Reviews PGCB programs for compliance with state and Federal requirements.

Provides technical assistance to public and private agencies in the development and evaluation of PGCB programs.

Advises public and private agencies of Federal and state requirements concerning planning, contract development, funding, program services, and other PGCB related matters.

Performs related work as required.

Required Knowledge, Skills, and Abilities:

Knowledge of principles and practices of public administration.

Ability to develop, interpret, and evaluate program policies and procedures.

Ability to plan, organize, and carry out assignments effectively.

Ability to review, analyze, and make recommendations concerning PGCB programs.

Ability to present the results of analysis and evaluation effectively in oral and written form.

Ability to establish and maintain effective working relationships with associates, subordinates, and representatives of other governmental agencies.

Minimum Experience, Education, and Training:

Two years of work experience in a professional office setting including one year of program planning, developing, and monitoring experience of the same.

A bachelor's degree is preferred;

or

Any equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM04

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Bureau of Gaming Operations

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR, GAMING OPERATIONS

Class Summary:

The Director of the Bureau of Gaming Operations (“BGO”) acts as the liaison between the PGCB and the slot machine licensees on all casino operational issues including those matters involving the surveillance, security, internal audit and finance departments, as well as the cashiers’ cage and count room at those facilities. The Director of BGO is responsible for ensuring that the slot machine licensees take all necessary precautions to safeguard their assets as mandated by the Gaming Act and the PGCB’s regulations. The Director of BGO reports directly to the PGCB Executive Director.

The Director of BGO serves as the PGCB’s chief compliance officer and is responsible for developing and implementing compliance programs to ensure that the slot machine licensees are fulfilling all requirements mandated by the Pennsylvania Race Horse Development and Gaming Act (“Gaming Act”), the PGCB’s regulations and technical standards, and any conditions to their licenses. The Director of BGO is responsible for ensuring that all casino operations are reflective of what the licensees provided in their internal controls and audit protocols submissions received by the PGCB and approved by the Board.

The Director of BGO acts as the head of the PGCB Opening Team, which conducts an extensive on-site inspection of the licensed facility prior to its opening to the public and is responsible for testing all systems and reviewing the standard operation procedures of all the casino departments/operations, including slot operations, security, surveillance, cashiers’ cage, count room, internal audit and revenue audit. The Director of BGO ensures that key employees appointed by the slot machine licensees have a working knowledge of the Gaming Act and the PGCB’s regulations and the necessary experience to fulfill their duties and that there is a true segregation of duties to ensure that one employee does not have the ability to perpetrate a fraud and then cover it up. The Director of BGO makes all final recommendations to the Board concerning the licensee’s ability to commence a test period and slot operations.

The Director of BGO is the PGCB’s designee for reviewing and recommending PGCB approval/denial of all proposed changes to a slot machine facility’s site plans and gaming floor plans. The Director of the BGO is responsible for approving the space and equipment at the slot machine facilities which are allotted for the PGCB and Pennsylvania State Police.

The Director of BGO is the PGCB's designee for all issues pertaining to the Central Control Computer System and acts as the PGCB's liaison to the Department of Revenue with respect to this issue.

The Director of BGO consults with the Director of Racetrack Gaming on all proposed construction and renovation plans of Category 1 slot machine facilities, as well as the backside.

The Director of BGO works cooperatively with the Director and Deputy Directors of the Bureau of Investigations & Enforcement in reporting all potential statutory/regulatory infractions at the casinos.

The Director of BGO works cooperatively with the Director of the Bureau of Gaming Laboratory Operations on all issues involving a slot machine licensee's departments of slot operations and information technology, as well as issues relating to the Central Control Computer System.

The Director of BGO is responsible for drafting and amending PGCB regulations concerning casino operations.

Supervision is exercised directly and indirectly through supervising compliance examiners and includes assigning work, evaluating performance, resolving complaints and grievances.

Work is performed through the exercise of independent judgment.

Reports to the Executive Director.

Examples of Work Include:

Direct supervision of a staff composed of managers, compliance examiners, operator liaisons and administrative staff in order to fulfill the objectives of the BGO.

Supervision of all PGCB employees assigned to the Opening Team during its pre-opening inspection of the licensed facilities.

Directs the review, evaluation, examination and distribution of all submissions received from slot machine licensees, including internal control systems, promotions and proposed modifications to casino operations.

Makes recommendations to the Board and the Executive Director on all issues involving the operation, construction, expansion or renovation of slot machine facilities.

Drafts and implements casino compliance programs.

Reviews implementation of all internal controls systems and audit protocols.

Reviews all proposed changes to a slot machine licensee's site plans and gaming floor plans.

Drafts Board resolutions and orders concerning the commencement of test nights and slot operations, the possession of slot machines, and the approval of gaming floor plans.

Makes recommendations and objections to the Bureau of Licensing concerning the issuance of licenses, permits, certifications and registrations.

Drafts all correspondence to slot machine licenses concerning the opening of their facility and other issues relating to the operation of their facility.

Drafts memorandum concerning all potential statutory/regulatory violations detected at the licensed facility.

Performs related work as required.

Minimum Experience, Education and Training

Bachelor's degree; or Graduate degree or law degree from an accredited school of law;

Management/Supervisory Experience;

At least one year gaming regulatory experience;

Strong understanding of casino systems and operations;

Working knowledge of the Gaming Act and the PGCB's regulations.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

GAMING OPERATIONS LIAISON

Class Summary:

The Gaming Operations Liaison acts as a liaison between slot machine license applicants and/or licensees and the Pennsylvania Gaming Control Board (PGCB) on issues related to slot machine operations including, but not limited to, security, surveillance, slot facility design and accounting and internal controls. Primary focus is to communicate to slot machine license applicants and/or licensees the Board's expectations with regard to statutory and regulatory requirements and to facilitate compliance therewith. This is a position which requires a significant level of gaming operations experience and the ability to function independently. Direction is sought or received from the Deputy Chief Counsel for Gaming Operations on legal or operational issues of unusual complexity, sensitivity or importance.

This position reports to the Director of Gaming Operations.

Examples of Work May Include but Are Not Limited To:

Regular contact with management for each applicant or licensee to ascertain the operational status of each proposed or existing slot facility and its compliance with Act 71 and all applicable regulatory and technical requirements.

Tracking of all prerequisites to the commencement of actual slot operations pursuant to Chapter 467, Commencement of Slot Operations.

Review and evaluation of submissions related to security & surveillance minimum staffing, emergency & evacuation procedures, contingency plans for surveillance and security system malfunctions and shutdowns, surveillance camera system specifications and configurations, money movement routes, slot cash storage box pick-up routes and alarm, key control and access systems.

Review and evaluate proposed gaming floor plans including, but not limited to, cashiers' cage, count room and armored car bay layouts, slot machine configurations, surveillance and security zones and on-site Board office requirements.

Consult with Bureau of Investigations and Enforcement (BIE), the Bureau of Corporate Compliance and Internal Controls (BCCCIC) and other PGCB bureaus on operational issues.

Liaison with Pennsylvania State Police (PSP) to ensure effective exchange of information and harmonious working relationship.

Develop and coordinate PGCB training requests with regard to operating procedures.

Develop, coordinate and implement on-site, pre-opening compliance inspection procedures and checklists.

Develop, train and supervise pre-opening evaluations teams.

Coordinate security, surveillance and facility issues with counterparts at Horse and Harness Commissions.

Regular reporting of status information to the Deputy Chief Counsel for Gaming Operations.

Minimum Experience, Education, and Training:

10 years experience in gaming operations in a supervisory capacity or as a consultant with emphasis on security, surveillance, facility design and internal controls.

Working knowledge of Pennsylvania statutory and regulatory requirements and gaming industry best practices; and

BA/BS from an accredited college or university.

Or an equivalent combination of education and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 8

PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION

AUDIT MANAGER

Class Summary:

This is managerial work directing the major auditing activities of the Pennsylvania Gaming Control Board.

An employee in this class is responsible for planning, directing and coordinating the activities of a professional auditing staff engaged in the examination, evaluation and reporting on the effective management of slot machine licensees pursuant to 4 Pa.C.S. § 1101 *et seq.* (“Gaming Act”). The duties of this position includes directing the work of professional and supervisory audit staff; and the development and negotiation of recommendations or adjustments to ensure compliance and improve the efficiency and effectiveness of gaming operations in conformity with the Gaming Act, the Pennsylvania Gaming Control Board’s (“PGCB”) regulations and technical standards and the licensees’ approved-system of internal control. Work includes conducting sensitive negotiations where gaining acceptance of implementation of corrective action and recommendations is necessary by various slot machine licensees; developing department’s annual audit plans; and revising audit plans, programs and guidelines of laws, regulations and policies. Work may also include responsibility as an expert witness in enforcement actions and other administrative hearings.

The Audit Manager performs functions and duties characterized by significant gaming operations issues, which are particularly specialized and complex, and are of paramount interest to the PGCB. Work is performed independently and is subject to the general supervision of the Director of Gaming Operations. This employee will be able to analyze and interpret regulations, standard operating procedures, and internal control systems and clearly articulate their significance.

Examples of Work May Include:

Plans, directs and coordinates a full-range of auditing activity to ensure the accountability and effective management of each slot machine licensee in compliance with the Gaming Act, PGCB regulations and technical standards, and the licensees’ approved-system of internal control.

Meets with casino management to resolve difficult and sensitive issues or problems relating to audit findings, recommendations and follow-up action.

Supervises the development, implementation and evaluation of audit programs, procedures, guidelines and manuals.

Interprets laws, rules, regulations, policies and standards.

Determines areas of functions to be audited and audit frequency.

Performs related work as required

Required knowledge, skills and abilities:

Knowledge of financial/compliance and operational audit objectives, procedures, practices and techniques.

Knowledge of the concepts, methods and techniques involved in modern management practices.

Knowledge of current trends and developments in auditing in the Commonwealth and private accounting firms.

Knowledge of procedures, agreements, contracts, policies, legislation, rules and regulations controlling audit subject to interpret and determine compliance and appropriateness.

Ability to plan and supervise the activities of activities of a staff of professional and technical personnel.

Ability to plan, supervise and integrate a major auditing activity involving the development, implementation and evaluation of audit programs, procedures and guidelines under a variety of audit objectives, laws, regulations and policies.

Minimum Experience, Education and Training:

Degree in accounting from an accredited university or 24 credits in accounting.

At least 5 years experience in auditing.

CPA, CIA, or CMA preferred or Master in Accounting

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM08

PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION

SENIOR AUDITOR

Class Summary:

This is senior level auditing work under the direction of the PGCB Audit Manager. This position is responsible for coordinating, organizing, planning and performing compliance and financial related audits of slot machine licensees consistent with the licensees' internal control systems and audit protocols, the Pennsylvania Gaming Act, PGCB regulations, and technical standards.

An employee in this class mainly performs compliance audits of slot machine licensees to determine compliance with prescribed standards and performs various audits of accounting records of licensees as required and leads and reviews the work of staff auditors. Lead work involves making specific assignments to a team of casino auditors; assisting the journey level auditors in the completion of audits; interpreting laws, court decisions, and other legal provisions applicable to the audits; providing instruction and on-the-job training in all the processes, methods, and techniques entailed in the auditing work and coordinating the team's efforts in the preparation of clear and comprehensive audit reports. Supervision is received from the Audit Manager. Work is performed with considerable independence. Review is limited to occasional conferences with and the periodic analysis of written reports and forms by the Audit Manager. Public contact with licensees comprises an important part of the work.

Examples of Work May Include but Are Not Limited:

- Identifies and evaluates the organization's risk areas and provides key input to the development of the Annual Audit Plan.
- Develops internal control questionnaires based on risk analysis, regulations and/or minimum internal controls standards as required to complete the audit program.
- Sets up audit schedules and establishes completion dates for various audit operations as requested.
- Performs compliance and financial related audits including compliance audits of all major licensee gaming areas consistent with the licensees' internal control systems and Pennsylvania Gaming Act, PGCB regulations, and technical standards.

- Identify deficiencies in licensees' internal controls and make recommendations to licensee to maintain compliance with Pennsylvania Gaming Act, PGCB regulations and regulatory updates, and technical standards.
- Performs audit procedures, including identifying and defining issues, developing criteria, reviewing and analyzing evidence, and documenting licensee processes and procedures.
- Interprets rules, regulations, policies, procedures, and objectives of the agency and or audit program for subordinates.
- Conducts interviews, reviews documents, develops and administers surveys, compose summary memos, and prepares working papers.
- Ability to organize and maintain electronic and physical files and prepare working papers.
- Identifies, develops, and documents audit issues and recommendations using independent judgment concerning areas being reviewed.
- Reviews or supervises the review of audit reports and the preparation of necessary summary reports.
- Points out areas of audits which warrant particular attention and assists subordinates in the execution of difficult assignments.
- Prepares regular and periodic reports of activities and special reports on matters requiring a decision or interpretation by superiors.
- Participates in matters involving controversial and difficult policy and regulatory problems.
- Communicates the results of audit via written reports and oral presentations to management.
- Ability to maintain strict confidentiality
- Pursues professional development opportunities, including external and internal training and professional association memberships.
- Performs special projects as assigned

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Gaming industry experience is preferred
- Knowledge of accounting and auditing principles and methods and their application to private or governmental accounting systems.
- Knowledge of the laws and regulations governing audits made by the PGCB.
- Knowledge of office procedures and standard office machines and equipment.
- Ability to analyze and interpret accounting data and reports and to instruct and advise auditors in proper work methods.
- Ability to learn the principles and methods of employee supervision.
- Ability to plan and organize work and assign work to subordinates.
- Ability to evaluate employee performance and prepare employee Performance Evaluation Reports as requested
- Ability to read and interpret collective bargaining unit contracts applicable to the work performed by the unit.
- Ability to determine violation and non-compliance, to detect and explain significant accounting irregularities and regulatory non-compliance issues, and to recommend effective corrective measures.
- Ability to read, analyze, and interpret the most complex of documents, such as technical journals, financial reports and legal documents.
- Ability to organize and direct flow of work and to prepare clear and comprehensive reports.
- Ability to express ideas clearly and concisely, orally and to write effective letters, memos, and audit reports for publication.
- Ability to establish and maintain effective working relationships with subordinates, private sector employers/licensees and governmental officials and to deal tactfully with controversial public relations problems.
- Must possess excellent communication, organizational, and analytical skills

- Must have knowledge of and skill in applying internal auditing and accounting principles and practices, and management principles and preferred business practices
- Must have knowledge of the Standards for the Professional Practice of Internal Auditing and the Code of Ethics developed by the Institute of Internal Auditors
- Ability to work well in team centered environment
- Knowledge of Microsoft; Word, Excel, Access and other software
- Capable of multi-tasking with capacity to change priorities quickly
- Excellent observation, interview, verbal and writing skills required

MATHEMATICAL SKILL:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and interpret mathematical concepts such as probability and statistical inference.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Minimum Experience, Education, and Training:

Bachelor's degree from a four-year college or university and minimum of three years related experience, performing financial, operational and/or compliance audits. At least one year of performing financial, operational and/or compliance audits in the gaming industry and a CIA or CPA certification is preferred.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 8

PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION

AUDITOR

Class Summary:

This is auditing work under the direction of the PGCB Audit Manager. This position is responsible for performing compliance and financial related audits of slot machine licensees consistent with the licensees' internal control systems and audit protocols, the Pennsylvania Racehorse Development and Gaming Act, PGCB regulations, and technical standards.

An employee in this class mainly performs compliance audits of slot machine licensees to determine compliance with prescribed standards and performs various audits of accounting records of licensees as required. Audits will relate to statutory compliance and general accounting practices for a single licensee. The employee may work alone under supervision, or as a member of an audit team. Supervision is received from the Audit Manager who reviews work through conferences and a review of written reports. Contact with licensees comprises an important part of the work. Fieldwork is ordinarily performed independently within the outlines of established policies and procedures and an approved audit program.

Examples of Work May Include But Are Not Limited:

- Perform audit testing to ensure that licensees are in compliance with policies, procedures, internal controls, regulations and applicable laws.
- Perform audit testing to make the determination of the accuracy of all documentation generated by licensee departments.
- Monitor the property/licensees operations identifying potential auditing concerns.
- Interpret controlling laws and regulations affecting the operations of licensee being audited as applicable to audit program.
- Conduct interviews, review documents, develop and administer surveys, compose summary memos.
- Perform audit testing and analyze the operational practices of casino licensees and prepare audit observation reports for review by higher-level auditors.

- Participate in the audit process involved in auditing and analyzing financial transactions and accounts, financial statements and applicable agreements, contracts, and regulations pertaining to licensees for compliance with regulations as prescribed by the audit program.
- Make suggestions and recommendations, as appropriate, for improvements to policies, procedures, for the PGCB and licensee.
- Facilitate the flow of information to audit supervision by attending regularly scheduled departmental meetings.
- Held accountable for the accuracy and thoroughness of audit fieldwork work papers, records, and reports.
- Identify, develop, and document audit issues and recommendations using independent judgment concerning areas being reviewed.

Preferred Knowledge Skills and Abilities:

- Ability to maintain strict confidentiality.
- Ability to organize and maintain electronic and physical files and prepare working papers under supervision of a lead auditor.
- Knowledge of Microsoft; Word, Excel, Access and other software.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and interpret mathematical concepts such as probability and statistical inference.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Must possess excellent communication, organizational, and analytical skills.
- Ability to work well in team centered environment with or without immediate supervision.
- Demonstrate the ability to acquire the necessary skills to multi-task with capacity to change priorities quickly when required.
- Possess fundamental observation, interview, verbal and writing skills.
- Ability to travel to licensed gaming facilities within the Commonwealth of PA.

Minimum Experience, Education, and Training

BS or BA in Accounting, Business, or Finance.

or

Four years of accounting and/or auditing experience with fifteen (15) college level credits in accounting.

or

Any equivalent combination of experience and/or training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 6

PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION

COMPLIANCE MANAGER

Class Summary:

This is a supervisory position with a high degree of professional and administrative responsibility. An employee in this class is primarily responsible for managing and directing the review of the initial submissions and all proposed amendments and waivers to the internal control systems and audit protocols (collectively, “internal controls”) submitted to the Pennsylvania Gaming Control Board (“PGCB”) by slot machine licensees.

This employee is responsible for directing and implementing a comprehensive internal system for processing internal control submissions. This position entails independent research and writing in a variety of areas involving gaming operations and internal controls. Duties of this position will require that this employee possess a thorough knowledge of the Pennsylvania Race Horse Development & Gaming Act (the “Act”) and the regulations and technical standards promulgated thereunder, particularly Chapters 461a, 465a and 466a.

This position reports to the Director of Gaming Operations.

Examples of Work May Included:

Directs the review of all internal control submissions to ensure that filings are complete, accurate and comply with the procedures adopted by the Office of Gaming Operations and the requirements set forth in the Act and the regulations and technical standards promulgated thereunder.

Develops a comprehensive system for tracking amendments and waivers to the internal controls of slot machine licensees.

Supervises a unit composed of Compliance Examiners to ensure that they are properly performing their duties.

Provides guidance and support to Compliance Examiners and others assigned to the Office of Gaming Operations.

Provides updates to the Director of Gaming Operations on all issues involving their bureau.

Performs other related duties.

Minimum Experience, Education and Training:

A Bachelor's degree in accounting from an accredited college or university;

One (1) year of supervisory experience;

One (1) year of gaming regulatory experience

Or an equivalent combination of experience, education and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 9

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

COMPLIANCE EXAMINER

Class Summary:

This position reports directly to the Compliance Manager and indirectly to the Director of Gaming Operations. An employee in this class is primarily responsible for reviewing the initial submission and all proposed amendments to the internal controls and audit protocols (collectively, “internal controls”) submitted to the Pennsylvania Gaming Control Board (“PGCB”) by slot machine licensees and table games certificate holders (collectively, “slot machine licensees”). Employees in this class must possess a comprehensive understanding of the Pennsylvania Race Horse Development and Gaming Act (the “Act”) and the PGCB regulations and technical standards. Employees function both independently and as part of a team and work is subject to general supervision.

Examples of Work May Include:

Reviews internal controls and table games rules submissions to ensure filings are complete, accurate and comply with the requirements set forth in the Act, the regulations and technical standards. These reviews, which are done in accordance with established procedure, require extensive coordination with Bureau of Licensing, Casino Compliance and Gaming Laboratory Operations staff.

Participates on the PGCB Opening Team for the commencement of slot machine and table game operations, including interviewing key employees and appropriate personnel of the slot machine licensee to ensure their duties are reflective of what is provided in the licensee’s internal controls and required under the Act, regulations and other applicable laws.

Observes and participates in slot machine licensees’ test nights and training sessions and prepares documentation and reports in accordance with established standards, presenting the results of the examination and conclusions to the Compliance Manager and the Director of Gaming Operations.

Identifies regulation changes that are necessary to mitigate the regulatory risk areas to the PGCB and to reflect changes in technology. Assists with the drafting of proposed regulations as necessary. Reviews and comments on all proposed regulations.

Reviews and provides recommendations on petitions by slot machine licensees requesting waivers from the regulations for accounting and internal controls.

Reviews reports and regulatory filings submitted by slot machine licensees and provides a compliance analysis to the Compliance Manager and the Director of Gaming Operations.

Serves as the primary point of contact for slot machines licensees on all matters related to accounting and internal controls. Coordinates periodic compliance meetings with licensees.

Initiates routine correspondence and performs data entry.

Maintains the Internal Control Application database to ensure the accurate recording of information regarding internal controls submissions.

Ensures the proper filing of approved internal control amendments and maintains the official internal control submission for each licensee.

Assists the Audit Unit as necessary by performing onsite audit testing, providing audit staff with detail on each licensee's approved internal controls, reviewing draft audit findings and ensuring that licensees comply with the corrective action identified in the audit report.

Provides regular updates to the Compliance Manager on the status of internal control submissions

Performs related work as required.

Required knowledge, skills and abilities:

Knowledge of generally accepted accounting principles and practices;

Knowledge of business organization and practices, legal business entities, and corporate formation;

Ability to gather information through personal interviews, research and through the review of records, files, correspondence and documents;

Ability to analyze facts and information, draw logical conclusions and make sound recommendations in consideration of regulations, standards, and statements;

Knowledge of internal controls;

Ability to apply knowledge of laws, regulations and guidelines in the conduct of an analysis;

Ability to prepare concise and accurate reports;

Ability to maintain effective working relationships with other agencies, the slot machine licensees and the general public; and

Ability to work at offsite locations.

Minimum Experience, Education and Training:

An associate's degree in accounting, finance, business administration or similar course of study from an accredited college and two years of professional office experience in the field of document review or internal controls.

Or an equivalent combination of experience, education and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 5

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF RACETRACK GAMING

Class Summary:

The Director of Racetrack Gaming is responsible for coordinating the overall development and implementation of policies and procedures designed to accomplish the intent of Act 71 as it relates to racetrack gaming. The employee is the Pennsylvania Gaming Control Board's (PGCB) liaison to the Pennsylvania State Harness Racing Commission and the Pennsylvania State Horse Racing Commission. The employee works closely with representatives of the horsemen's organization at each licensed racing facility. The employee works in conjunction with other PGCB Directors and the Office of Chief Counsel to ensure that Category 1 licensees demonstrate to the satisfaction of the Board, a plan for use of backside maintenance and improvements to racetracks. The employee is also responsible for implementation and monitoring of each licensed racetrack's plan for distribution of funds from the Pennsylvania Race Horse Development Fund. The Director of Racetrack Gaming reports directly to the Director of Gaming Operations.

Examples of Work May Include but Are Not Limited To:

Monitoring the management of the portion of gross profits from Pennsylvania slot machine earnings earmarked for use by horsemen for health insurance, pensions and other benefits.

Monitoring background checks to determine the suitability of those responsible for handling the horsemen's funds.

Monitoring the backside improvements of new racetracks and related areas of the facilities for compliance with the statutory scheme of Act 71.

Working with the Department of Revenue to establish and maintain an appropriate process for the transfer of funds for purses.

Ability to convey analysis and information orally through negotiations, briefings, consultations and other presentations.

Excellent writing skills and ability to compile data for inclusion in suitability reports.

Analyzing legal documents and instruments.

Excellent case management skills.

Ability to effectively present issues and matters to the Board, other agencies and outside entities.

Minimum Experience, Education, and Training:

Five years of progressively responsible experience in the development of racetrack gaming, with experience at the highest degree of professional and administrative responsibility and difficulty and/or a combination of other relevant professional experience. Graduate degree or a law degree from an accredited school of law;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE02

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Bureau of Casino Compliance

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF CASINO COMPLIANCE

Class Summary:

The Director for Casino Compliance is responsible for maintaining constant communication with the Casino Compliance Senior Supervisor and Casino Compliance Supervisors assigned to the Casino Compliance bureau. Creating and maintaining a professional relationship with the operators and management staff of the racinos/casinos is critical and imperative. This position is responsible for the supervision of the Casino Compliance Representatives, their work product, training, discipline, and all organizational functions of the Casino Compliance section. The position is responsible for the creation, organization and all other duties associated with the Casino Compliance section. The position is responsible for the creation of all necessary job function, necessary forms, and all required reporting systems. Position is responsible for maintaining the proper number of employees necessary to accomplish the duties assigned to the section. Communication with the other Directors and Deputy Directors is a key job function. The overall performance of the Casino Compliance section is the responsibility of the Director of Casino Compliance.

The Director of Casino Compliance reports to the Executive Director of the PGCB.

Examples of Work May Include but Are Not Limited To:

Supervises the daily activities of the Casino Compliance Bureau.

Responsible for overseeing Casino Compliance Representatives.

Act as the liaison with the Pennsylvania State Police and assures the referring of criminal activity within the casino.

Assist with opening of the casinos especially regarding all regulatory matters.

Work closely with BIE attorneys on all enforcement actions.

Minimum Experience, Education, and Training:

Ten years of supervisory experience; and
Bachelor's degree in a related field; and
Fifteen years experience in a law enforcement or similar type of agency;

Or an equivalent combination of education and experience.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Pay Range: GE04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CASINO COMPLIANCE SENIOR SUPERVISOR

Class Summary:

A Casino Compliance Senior Supervisor is responsible for supervising Casino Compliance Supervisors at a licensed gaming facility in Pennsylvania.

This position reports to the Director of Casino Compliance in the Bureau of Casino Compliance, in the Pennsylvania Gaming Control Board [PGCB]

Examples of work required include, but are not limited to,

Supervising Casino Compliance Supervisors and the following duties:

Establishing and maintaining a professional relationship with the management of the licensed casinos by PGCB.

Providing education and training to all agents working under this chain of command.

Assisting the Director with the creation of policy and procedures within the Casino Compliance Bureau.

Monitoring the activities of all representatives within the Casino Compliance Bureau and giving counsel and advice when necessary.

Investigating all complaints from patrons of the casinos involving Casino Compliance Representatives.

Maintain and assist all other Bureau's within PGCB to especially include Licensing and the Gaming Laboratory.

Having direct input into all gaming floor change requests as well as all new facility gaming floor layouts.

Responsible for all new casino openings to include approval of the surveillance and security functions and operations.

Provide all necessary testimony to any appropriate hearing or court.

Review and approve all documented reports that are prepared by the representatives with the Casino Compliance Section.

Assist in detecting all regulatory violations and the proper investigations of the same.

Investigate all PGCB Policy and Procedure violations and prepare the necessary reports submitting the same to the Director of Casino Compliance.

Monitor all work schedules within the Casino Compliance section to ensure a proper employee coverage of all shifts.

Must be willing to travel extensively visiting all casinos regularly.

Minimum Experience, Education, and Training

Two years as a Casino Compliance Supervisor. Or,

Three years of PGCB Casino operations experience with at least two years of progressively responsible supervisory experience and a Bachelors Degree. Or,

7 years of casino related experience with at least two years of progressively responsible supervisory experience and a Bachelors Degree.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Pay Range: GM09

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CASINO COMPLIANCE SUPERVISOR

Class Summary:

A Casino Compliance Supervisor is responsible for supervising Casino Compliance Representatives at a licensed gaming facility in Pennsylvania.

This position reports to a Casino Compliance Senior Supervisor or Director of Casino Compliance in the Bureau of Casino Compliance, Pennsylvania Gaming Control Board (PGCB).

Examples of work include, but are not limited to supervising Casino Compliance Representatives in the following duties:

Establishing liaison and working relationships with all levels of law enforcement and casino property management and staff assigned to the casino properties.

Participating in surveillances, searches and seizures when required in order to accomplish investigative needs and maintains the security of gaming facilities.

Regulating activities of gaming at slot machines, within cashier cage areas, count rooms and voucher redemption kiosk areas.

Investigating patron complaints, unusual or suspicious activity on the casino floor or other sensitive casino areas and underage gaming.

Investigating and enforcing exclusion and self-exclusion lists.

Notification of appropriate PGCB personnel assigned to Compliance and Licensing concerning issues that fall under their regulatory control.

Monitoring and approving slot machine moves, camera moves and changing of advisory signs.

Regulating the monitor room, access to property, key control, temporary access and casino staffing issues.

Prepare and submit all incident and patron report forms.

Providing testimony before Hearings and Appeals, the PGCB Board members and courts of law or hearing forums.

Investigate regulatory violations and prepare all proper reports.

All other duties as assigned.

The Casino Compliance Supervisor duties also include the following:

Prepares disciplinary action reports and recommends discipline to the Casino Compliance Senior Supervisor.

Prepares, monitors and enforces work schedules.

Refers attendance violations to the Casino Compliance Senior Supervisor.

Reviews all Internal Control Audits and prepares a response to the Casino Compliance Senior Supervisor.

Reviews all written reports and forwards same to appropriate persons.

Assures that all Department of Revenue and G-Tech requests are completed promptly.

Enforces compliance with all PGCB Regulations, Casino Policies and Casino Internal Controls.

Supervises all record storage and submissions.

Supervises all Casino Compliance Representative activities.

Performs other related duties as requested or required.

Minimum Experience, Education, and Training:

A Bachelor's degree;

Or four years of security or surveillance experience, of a technical level

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Scale Group: 9 (40hr work week)

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CASINO COMPLIANCE REPRESENTATIVE

Class Summary:

A Casino Compliance Representative is responsible for performing specific casino compliance duties at the PGCB's licensed gaming facilities. Employees in this class are responsible for monitoring the casino's compliance with all of the PGCB regulations, the facility's internal controls, the facility's policies and procedures, and the provisions of Act 71. In addition, these employees report suspected violations of criminal laws to the PSP at the facilities.

Work is performed in accordance with the PGCB's policies and procedures. The Casino Compliance Representative reports to the Casino Compliance Supervisor, or the Casino Compliance Senior Supervisor and/or the Director of the Bureau of Casino Compliance.

Examples of Work Include but Are Not Limited to:

Serves as a liaison and establishes relationships with all levels of law enforcement, casino management, casino staff employees, all PGCB departments and department employees, registered and certified vendors, and all other necessary persons;

Conducts inquires regarding casino operations and secures copies of documents, tapes/discs, reports, logs, etc., that are necessary to ascertain compliance with all laws and regulations;;

Engages in the practice of ongoing review of slot machine activity to ensure that all machines are functioning as required;

Cooperates with the investigation and prosecution of non-criminal violations of the Act, regulations, and/or internal controls

Responds to all patron complaints and questions and attempts to resolve all complaints from patrons in a satisfactory and equitable manner;

Observes the gaming floor for suspicious activity and report same into the Compliance Incident data base. Provides follow-up as necessary to ensure compliance;

Serves as the on site representative for the Office of Compulsive and Problem Gaming. Monitoring and reporting all violations of the above regulations, assisting new persons when entering the Self Exclusion Program, monitoring compliance to ensure that Self

Excluded persons do not enter the gaming floor, monitor the gaming floor to assure that no underage persons are gambling, and monitoring the gaming floor to ensure that no intoxicated person is gambling. Ensures that all of the facility's signage is in compliance with the PGCB's regulations.

Monitors all casino employees to ensure that each employee meets the PGCB's licensing requirements. Ensures that all casino employees have their credentials on their person and are visible for display. When necessary, issues emergency credentials to any employee who does not have a credential on their person;

Works with the Bureau of Licensing ("BOL") to ensure that all vendors are licensed according to Act 71 and the BOL's regulations;

Coordinates activities with the Director of Gaming Operations concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change;

Monitors all restrictive access points, all key controls, and regularly reviews the jobs compendium for levels of authority and levels of access within the casino;

Gathers all relevant documents, reports, and other information for any employee who has been terminated or arrested. This information is then forwarded to BIE/Office of Enforcement Counsel ("OEC") for a review and determination on the status of the employee's license;

Prepares incident compliance reports for every reportable incident that occurs within the casino;

Prepares "Regulatory Compliance Reports" and refers the reports to the BIE/OEC;

Completes all necessary forms, reports, timesheets, or other required documents in a timely manner;

Maintains familiarity with all documents relating to casino compliance such as the PGCB's Regulations, Act 71, property internal controls, property rules, regulations and procedures and internal PGCB policies;

Serves as on-site representatives with the Harness Racing/Horse Racing Commission;

Provides assistance to the Department of Revenue when requested or as needed;

Serves as an on-site liaison for G-Tech to ensure that all machines are communicating properly and to complete "ram" clears as needed;

Assists Gaming Laboratory Operations when requested to do so;

Issues temporary vendor credentials to approved vendor employees;

Receives and reviews the monthly “Cage Variance Reports”;
Receives and reviews the “Cage Cash Transactions Reports”; and
Reviews “Slots Activity Reports” and “Player Tracking Reports”.

Minimum Experience, Education, and Training:

Associates Degree or Act 120 Certification, Law Enforcement Training.

Or two years of appropriate work experience, preferably in the field of law enforcement, security or surveillance at a technical level.

Customer Service experience desired.

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Union Pay Scale Group: 6 (40hr work week)

Employees in this classification who achieve (4) years of satisfactory performance shall be considered Casino Compliance Representative II – Union Pay Scale Group 7 (40hr work week)

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

TECHNICAL FIELD REPRESENTATIVE

Class Summary:

The Technical Field Representative will be responsible for the review of slot machines and associated equipment in the casinos as directed or as necessary to insure the integrity of gaming operations, also to conduct investigations and perform other work related duties as assigned.

This position reports directly to the Casino Compliance Supervisor.

Examples of Work May Include but Are Not Limited To:

Perform or direct investigations into alleged cheating incidents involving electronic equipment and furnish reports as requested.

Perform or direct investigations into player disputes and furnish reports as requested.

Posses an expert knowledge of statutes and regulations.

One of several key employees who are involved with the “opening team” and responsible for the start up of new casinos.

Liaison between GTECH(CCS; Central Computer System), the casinos, and Bureau of Casino Compliance

Develop an expertise in the ability to evaluate slot machine configurable options and evaluation of selected payout percentages for all approved models.

High confidence in making sound recommendations.

Minimum Experience, Education and Training:

- A bachelor of science college degree
- Computer programming experience and certification
- Limited experience with slot machines
- Experience with business application computer programs
- Must have a valid driver’s license

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Scale Group: 7

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Bureau of Licensing

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF LICENSING

Class Summary:

The Director of Licensing is responsible for developing and managing the Pennsylvania Gaming Control Board (PGCB) licensing system consistent with Act 71 and the regulations promulgated thereunder. This is a supervisory professional position that encompasses the highest degree of professional and administrative responsibility related to the licensing, permitting, certification, and registration of applicants. This involves management of a large bureau staff, working closely with the other Bureau Directors, the Office of Chief Counsel, the Office of Chief Enforcement Counsel and their staffs and the Director of Information Technology.

This position is responsible for the supervision of the managers of the Bureau units and their staffs including developing forms, processes and procedures; assigning work; evaluating performance; resolving complaints and grievances; facilitating staff development; overseeing the preparation of suitability reports and other materials for Board review; briefing the Board on licensing related matters; interacting with applicants, licensees and their counsel to ensure compliance with the Act and regulations; and identifying and coordinating development of necessary licensing related technologies.

Work is performed with wide latitude for independent judgment and is subject to the general supervision of the Executive Director.

Examples of Work Include But Are Not Limited to:

Develop policies and procedures or make recommendations for necessary regulations to implement the Board's responsibilities under Act 71.

Assign work, schedule employees, approve overtime, handle grievances, and evaluate work performance.

Analyze, develop and organize licensing issues and clearly present these issues orally and in writing to brief Board members, guide applicants and licensees.

Developing and analyzing licensing processes.

Analyze applications and determine licensing requirements for applicants.

Communicate licensing requirements to applicants, licensees and staff.

Effectively present issues and matters to the Board, staff, other agencies and outside entities.

Plan and coordinate the development and promulgation of licensing policies and regulations.

Deal tactfully and effectively with Board staff, legislative staff, staff of other agencies, applicants and licensees, and members of the general public.

Supervision of professional and clerical employees.

Minimum Experience, Education, and Training:

Eight years of progressively responsible executive level management experience; and

A graduate degree or a law degree from an accredited school of law;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE04

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LICENSING MANAGER

Class Summary:

This is responsible managerial work directing a comprehensive program of gaming licensing evaluation, investigation, administration, and special services in support of the gaming program of the Pennsylvania Gaming Control Board (PGCB).

Supervision is received from the Director of Licensing.

Examples of Work May Include but Are Not Limited To:

Plans, assigns, and directs the work of the Licensing Analysts and Licensing Technicians.

Manages a licensing unit that includes monitoring and reviewing all licensed applications of facilities, manufacturers, suppliers, vendors, junket enterprises and gaming and non gaming employees.

Provides guidance and support to licensing analysts and others within the bureau.

Reviews all correspondence, charts and other documents in connection with the licensing and/or certification of all applicants.

Provides updates to the Director of Licensing on all issues involving their bureau.

Prepares various weekly, monthly and yearly reports.

Coordinates projects within the Licensing Bureau and other Bureaus as required or requested.

Interviews and recommends potential candidates for the Licensing Bureaus. Performs any other duties not listed above as required.

Performs other related duties.

Minimum Experience, Education, and Training:

A bachelor's degree and two years of supervisory experience;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Groups: 7,8,9 depending on core function

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LICENSING ANALYST – ENTERPRISE LICENSING UNIT

Class Summary:

The Licensing Analyst ensures the appropriate licensure, permitting, registration, or certification of business entities and individuals as required under the Pennsylvania Race Horse Development and Gaming Act and related regulations.

Supervision is received from either a Licensing Manager or the Director of Licensing.

Examples of Work May Include but Are Not Limited To:

Initiates routine correspondence, performs data entry on applicants.

Provides recommendations in connection with the development and improvement of new and existing data processing systems to enhance the integrity of the licensing process or to improve the efficiency of related activities.

Accepts and processes complex applications for slot machine operators, manufacturers, suppliers, gaming related gaming service providers, principals, key employees, permittees and others.

Prepares correspondence, reports, charts, and other documents in connection with licensing, permitting, registration, and certification responsibilities.

Communicates with applicant to ensure timely receipt of required information.

Updates databases to ensure accurate information is being tracked regarding the applicant, licensee, and affiliates.

Provides regular updates to Bureau managers on the status of applications and licenses and any other outstanding issues requiring supervisory action.

Responsible for the on-going review of complex entity organizational structures to determine licensed entity ownership and organizational changes.

Responsible for the review of complex documentation regarding licensees and licensee applicants including the review of contracts, litigation, and statement of condition submissions.

Responsible for the review of complex financial documentation related to an applicant including the review of SEC information to ensure compliance with licensing requirements.

Evaluates, in conjunction with legal staff, legal documents including term sheets, partnership agreements, court orders, trust documents, and other documents to ensure compliance with licensing requirements.

Assist in the preparation, fact checking and review of suitability reports.

Responsible for the issuance of principal and key employee credentials while maintaining an organized system to ensure a lapse of credential coverage does not occur.

Create and maintain public file of applicant or licensee submissions.

Performs other related duties.

Minimum Experience, Education and Training:

A Bachelor's degree in a discipline appropriate to the position from an accredited college or university;

Or an Associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LICENSING ANALYST

Class Summary:

The Licensing Analyst ensures the appropriate licensure, permitting, registration, or certification of business entities and individuals as required under the Pennsylvania Race Horse Development and Gaming Act and related regulations.

Supervision is received from either a Licensing Manager or the Director of Licensing.

Examples of Work May Include but Are Not Limited To:

Initiates routine correspondence, performs data entry on applicants.

Provides recommendations in connection with the development and improvement of new and existing data processing systems to enhance the integrity of the licensing process or to improve the efficiency of related activities.

Accepts and processes applications for operators, manufacturers, suppliers, vendors, junket enterprises, key employees, permittee and registrants and related revenue.

Prepares correspondence, reports, charts, and other documents in connection with licensing, permitting, registration, and certification responsibilities.

Communicates with applicant to ensure timely receipt of required information.

Updates databases to ensure accurate information is being tracked regarding the applicant, licensee, and affiliates.

Upon receipt of Board authorization, prepares and issues initial and renewed licenses, permits, registrations, and certifications.

Provides regular updates to Bureau managers on the status of applications and licenses and any other outstanding issues requiring supervisory action.

Performs other related duties.

Minimum Experience, Education and Training:

A Bachelor's degree in a discipline appropriate to the position from an accredited college or university;

Or an Associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 5,6 depending on core function

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LICENSING TECHNICIAN

Class Summary:

Assists with the preparation of credentials, which involves the printing of identification badges for gaming and non-gaming employees working on the gaming floor in licensed slots facilities.

Licensing Technicians report to a Licensing Manager.

Examples of Work May Include But Are Not Limited To:

Prepares applications for scanning into an imaging system in an effort to reduce the number of paper applications currently being stored.

Organizes paper applications and researching storage solutions to house future applications.

Processes tax clearance forms with the Departments of Revenue and Labor & Industry, as part of the application process for all employees and entities seeking licensure.

Prepares correspondence, charts and other documents for the reporting of credentials issued for gaming and non-gaming employees of slots facilities.

Uses the Microsoft packages of Word, Excel, Access, Outlook, etc.

Assist and answer questions concerning the imaging and credentialing processes.

Maintains alphabetic and numerical files by inserting and/or retrieving documents, preparation of new files, and updating file contents.

Performs other related duties.

Minimum Experience, Education and Training:

A high school diploma is required and two years of relevant work experience.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 4

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Bureau of Investigations and Enforcement

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DIRECTOR OF INVESTIGATIONS AND ENFORCEMENT

Class Summary:

The Director of BIE reports to the Executive Director for administrative and policy purposes; BIE otherwise acts independent of the other bureaus of the PGCB. The Director is accountable to the Executive Director and the Board regarding the operation of BIE.

The Director of BIE is responsible for planning and directing all phases of the operation of BIE, in compliance with The Pennsylvania Race Horse Development and Gaming Act, as well as regulations, rules and policies promulgated pursuant thereto through a network of regional offices. The Director is responsible for the overall management and direction of the Bureau to include planning, organization, and development of the Bureau's investigation strategy; preparing and presenting budgetary and staffing proposals; efficient flow of work assignments and documents to and from the BIE central office, regional offices and other Bureau offices of the PGCB. The Director will have one direct report: a Deputy Director of Investigations and Enforcement, who is responsible for implementing the direction and guidance through the three BIE Regional Directors.

The Director of BIE also serves as a liaison with the Department of Revenue, Executive Management of Pennsylvania State Police (PSP), major law enforcement agencies and gaming regulators in other gaming jurisdictions.

Work occasionally includes travel to supervise extremely sensitive and complex investigations, representing the Bureau or Agency in meetings, hearings, and public forums; and may also include working with subordinate investigators for the purpose of instruction or to assist in complex cases.

Examples of Work May Include but Are Not Limited To:

The powers and duties of BIE, as established by statute, are:

Investigate and review all applicants for a license, permit or registration;

Investigate licensees, permittees, registrants and other persons regulated by the board for noncriminal violations of the Act, including potential violations referred to the bureau by the board or other persons;

Monitor gaming operations to ensure compliance with the Liquor Code and implementation of adequate security measures by a licensed entity;

Provide assistance to other Bureaus in the review of licensed entities as necessary to ensure compliance with the Act. This may include the review of accounting, administrative and financial records, management control systems, procedures and other records utilized by a licensed entity;

Refer possible criminal violations to the Pennsylvania State Police and cooperate in the investigation and prosecution of criminal violations.

Minimum Experience, Education, and Training:

Extensive executive administrative experience directing a large department or organization, preferably in the gaming industry or within a state or federal government agency; and the proven ability to achieve quality results.

Extensive knowledge of investigative procedures and protocols; including the preservation and maintenance of essential records, reports and files.

Demonstrated willingness and ability to make sound independent decisions.

Experience with coordination of consistent implementation of policies and procedures across multiple locations.

Ability to direct and lead complex investigations related to gaming.

Ability to build and maintain a cohesive team through reliance on exceptional moral and ethical values.

Strong oral and written communication skills; including the ability to present information, and deliver consistent messages, to various internal and external entities.

Ability to work in and around a smoking and non-smoking casino environment.

Bachelor's degree in criminal justice, investigation, finance, accounting, or related field from an accredited college or university; significant work experience may be substituted for formal education.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range – GE05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DEPUTY DIRECTOR, INVESTIGATIONS AND ENFORCEMENT

Class Summary:

The Deputy Director is responsible for managing a division within the Bureau of Investigations and Enforcement. This position requires the oversight of background investigations regarding the licensing of facilities, manufacturers, suppliers, gaming service providers, junket enterprises, taverns and their associated employees and owners. The Deputy Director provides executive leadership over the day to day operations for the assets and personnel within their division, making certain that the necessary work product is completed in an efficient and effective manner. Supervision is exercised over professional and clerical staff.

The Deputy Director for Investigations and Enforcement reports to the Director of BIE.

Examples of Work May Include but Are Not Limited To:

Plan, direct and assign investigations within the division to include providing guidance and instruction to the division on investigative policies and procedures.

Establish professional contact with other department heads, law enforcement agencies, contractors, and other regulatory agencies.

Works closely with OEC attorneys on all matters of mutual interest.

In charge of all administrative aspects of their division including the maintenance of records, office space, security, phones, computers, and other equipment.

Oversees all personnel matters in their division, including hiring, interviewing potential candidates, individual counseling of existing employees and employee performance evaluations.

Performs the full range of supervisory duties over subordinates.

Approves investigative procedures, letters, forms, and other case related correspondence.

Reviews and approves investigative reports, time sheet reports, suitability recommendations, and other work performed by their assigned staff.

Develop, implement and maintain policies and procedures that ensure investigations are handled in an efficient, timely and complete manner. This includes maintenance and use of the Bureau's case management system.

Provide solutions and recommendations regarding overall Bureau operations and policies to the Bureau Director to ensure consistency and efficiency across the Bureau.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Minimum Experience, Education, and Training:

Two years as an Investigator Supervisor with the Pennsylvania Gaming Control Board or;

Six years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection; and at two years of supervisory experience; and a Bachelor's degree in Criminal Justice or related field or;

An equivalent combination of experience and training

Pay Range: GE02

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

INVESTIGATOR SUPERVISOR

Class Summary:

This is an investigative position that is critical to the efficient and effective operation of the Bureau of Investigation and Enforcement (BIE), Pennsylvania Gaming Control Board (PGCB). The Investigator Supervisor supervises a squad of investigators at the facilities throughout the Commonwealth of Pennsylvania by assigning work, reviewing work performance, preparing and signing Employee Performance Evaluation reports, approving or disapproving leave requests and insuring the development of staff.

The Investigator Supervisor reports to a Deputy Director in BIE.

Examples of Work May Include but Are Not Limited To:

Reviews reports and expenses submitted by investigators.

Trains and instructs subordinate staff.

Searches and analyzes financial books and records of corporations, private individuals and government agencies to determine business or personal suitability for licensure.

Analyzes data and documents obtained during an investigation.

Conducts interviews of applicants, references, social and business acquaintances.

Establishes liaison and working relationships with law enforcement, business, political and educational communities.

Prepares written reports on investigations that set forth investigative findings.

Provides testimony before Hearings and Appeals, the PGCB Commissioners, and other courts of law or hearing forums.

Uses and understands Public Source information obtained from commercial data base searches, i.e., Lexus Nexus, Choice Point.

Travels extensively within the Commonwealth, the United States and abroad to complete investigative assignments.

Participates in surveillances and searches and seizures when required in order to accomplish investigative needs.

Performs other related duties.

Minimum Experience, Education, and Training:

Two years as an Investigator with the Pennsylvania Gaming Control Board or;

Four years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection; and a Bachelor's degree in from an accredited college or university in criminal justice, accounting, finance or related field or;

An equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Groups: 8

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

INVESTIGATOR

Class Summary:

An investigator is responsible for performing specific investigative duties relating to suitability investigations for licensure of gaming applicants. Investigative work includes but is not limited to financial and character suitability, business integrity and alleged violations of Act 71, the PGCB Code of Ethics and other related duties as required.

Works under the direction of a supervisor, Deputy Director or Director who evaluates work through review of reports and recommendations.

Examples of Work May Include but Are Not Limited To:

Conducts in-depth financial and background investigations of persons and companies seeking approval for transactions related to gaming, or licensure to conduct or participate in gaming.

Examines and evaluates personal and business financial records (e.g., checking account statements and cancelled checks, deposit records, tax returns, real estate documents, bank records, ledger accounts, etc.) to determine source, adequacy and suitability of funds.

Conducts interviews and investigations of applicants, references, social and business acquaintances.

Establishes liaison and working relationships with law enforcement, business, political and educational communities.

Prepares written reports on investigations that set forth investigative findings.

Provides testimony before Hearings and Appeals, the Board and courts of law or hearing forums.

Uses and understands Public Source information obtained from commercial data base searches, i.e., Lexus Nexus, Choicepoint.

Travels within the Commonwealth, United States and abroad to complete investigative assignments as needed. (Personal transportation arrangements may be required in accordance with agency policy)

Provides testimony before Chief Counsel, Executive Director and/or the PGCB Board members and courts of law or hearing forums.

Performs other related duties.

Required Knowledge, Skills and Abilities:

Knowledge of investigative techniques relative to financial and background investigations.

Knowledge of corporation structures and complex financial transactions.

Knowledge of business and public source information systems.

Knowledge of civil rights of individuals under investigation.

Knowledge of procedures concerning rules of evidence.

Knowledge of procedures in conducting covert surveillance.

Ability to prepare written investigative reports.

Ability to organize assigned investigative work.

Ability to analyze investigative findings.

Ability to conduct interviews.

Ability to travel extensively both in the United States and abroad to conduct investigations on applicants seeking gaming licensure.

Ability to read, speak, write and communicate in English.

Ability to work extended work shifts day or night.

Ability to testify as a witness before the Pennsylvania Gaming Control Board or other courts of law or hearing forum.

Ability to conduct covert surveillance, participate in searches and seizures.

Minimum Experience, Education, and Training:

Two years as a Casino Compliance Representative or;

A Bachelor's degree from an accredited college or university in criminal justice, accounting, finance or related field or;

Four years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection or;

An equivalent combination of experience and training.

The ability to operate a motor vehicle and the possession of a valid Pennsylvania operator's license is required.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 7

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

INVESTIGATIVE ANALYST

Class Summary:

An Investigative Analyst is responsible for a broad range of technical work and investigative research for the Bureau of Investigations and Enforcement (BIE). An employee in this position receives, analyzes, and assesses investigative information of a confidential nature. The Investigative Analyst disseminates information pertaining to analytical functions according to BIE policy and procedures and PGCB regulations.

Work is performed under the general supervision of the Investigative Intake Manager.

Examples of Work May Include but Are Not Limited To:

Receives and analyzes information of a confidential nature, placing pertinent facts in proper relationships; evaluates the information and writes comprehensive reports based on available data.

Accesses data from PGCB systems and a variety of databases to assist in applicants' suitability assessments; performs thorough documentation of all actions taken on each case.

Reviews and analyzes criminal history information and law enforcement intelligence.

Uses accepted analytical techniques, statistical analysis and basic time series analysis to view, evaluate, and draw conclusions regarding patterns of crime.

Independently determines supplemental leads for further research and analysis, with limited background information.

Uses other analytical methodologies, including but not limited to, financial analysis, case analysis, visual investigative analysis, and strategic analysis on an as-needed basis.

Supports and assists investigators directly in the compilation and analysis of case information regarding complex background investigations; recommends specific investigative directions based upon conclusions drawn from the analysis.

Develops and maintains strong relationships with other federal and state agencies, gaming jurisdictions, and law enforcement through networking and oral and written communications.

Liaisons with the Office of Enforcement Counsel and the Bureau of Licensing regarding BIE investigations and analytical information.

Testifies at administrative hearings before the Office of Hearings and Appeals.

Makes sound decisions regarding which analytical techniques, methodologies and technologies should be employed to meet the objectives and goals of the analytical task.

Participates in formal or on-the-job training courses in electronic data processing operations and analytical methodologies.

Provides oral briefings and written reports on analytic products or techniques.

Works with management to prioritize investigative initiatives and projects, as well as track results.

Performs other related duties.

The ideal candidate will have the following qualities:

- Excellent oral and written communication and strong interpersonal skills;
- Detail oriented, able to work independently, possess decision making skills and demonstrated organizational skills;
- A demonstrated ability to follow through on problems;
- The flexibility necessary to adjust to changing and increased duties and responsibilities as BIE grows; and
- A commitment to confidentiality, privacy, and professionalism.

Minimum Experience, Education, and Training:

A Bachelor's degree from an accredited college or university;

Or an Associate's degree from an accredited college or university and two years of progressively responsible technical or professional experience in the field of law enforcement;

Or five years of progressively responsible technical or professional experience in a law enforcement agency;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 6

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

FINANCIAL INVESTIGATIONS SUPERVISOR

Class Summary:

This is a responsible supervisory position focusing on work in directing the analysis and review of specialized, complex, professional accounting and analytical work. This position is responsible for the supervision of lower level staff who analyze and organize the following: corporate, partnership, limited liability company, and other business entity documents that establish the operating requirements of such entities; complex financial debt documents; and other financial-related contracts and agreements. The analysis is performed in connection with applications for licensing, applications for license renewals, compliance with applicable Pennsylvania licensing laws, regulations and other licensing conditions.

Additional work involves: assisting the Bureau Director and Deputy Director in the establishment of Bureau policies and procedures related to the financial analysis of applicants and licensees; working with the Office of Enforcement Counsel regarding financial matters; and providing testimony before the Board.

Work is performed with considerable independence under the direction of the Deputy Director.

Examples of Work May Include But Are Not Limited To:

Reviews the financial information and other information provided in the work product of subordinates.

Sets goals, establishes target dates, and ensures that work is completed in a timely fashion for all employees of the Financial Investigations Unit.

Provides support to Office of Enforcement Counsel attorneys and/or BIE investigators, as needed, in areas involving financial issues.

Prepares or reviews analytical reports dealing with such areas as: the financial suitability of initial applicants for slot machine licenses, manufacturers, or suppliers; changes in the

structure of existing licensees; analysis of proposed debt financing or changes to existing financing; and analysis of compliance with PGCB imposed filing requirements.

Reviews reports to be sent to the Office of Chief Enforcement Counsel concerning financial suitability and compliance with applicable laws and regulations.

Analyzes complex debt instruments, loan agreements, and associated financial-related documents.

Analyzes complex agreements and contracts involving individuals, corporations, partnerships, limited liability companies, etc.

Analyzes audited and unaudited financial statements and the accompanying notes to those financial statements.

Supervises and/or analyzes the performance of reviews of new applicants and renewal information dealing with financial suitability.

Reviews the analysis of all relevant information to determine compliance with appropriate standards, regulations, and laws.

Performs the more difficult examinations and/or financial investigations that may be required by superiors.

Schedules, oversees and reviews the contacting of appropriate internal and external agencies to confirm the accuracy of financial data presented by the applicant.

Testifies before the Board and/or other legal venues regarding the work performed and the conclusions prepared/presented.

Reviews reports of employees for coverage of law violations, mathematical and accounting accuracy, and arrangement of subject matter.

Required Knowledge, Skills and Abilities:

Considerable knowledge of complex accounting practices, principles and methods.

Extensive knowledge of commercial financial matters relative to financial reporting.

Substantial knowledge of the laws and regulations pertaining to the PGCB.

Ability to analyze and interpret complex accounting data and reports.

Considerable knowledge of SEC filings, forms and regulations, AICPA Standards, and GASB and FASB standards.

Ability to assist OEC Counsel in determining violations and non-compliance with laws, regulations and conditions pertaining to the PGCB.

Must be able to exercise a very high level of judgment related to complex financial matters as they relate to the forensic environment.

Ability to evaluate issues that arise during the initial or renewal application process or other investigation, and to provide specific solutions and/or requests for additional information either on a single or an on-going basis.

Ability to utilize relevant professional literature, pronouncements, and perform research on specific issues that may arise.

Ability to organize and direct the flow of work to subordinates and to prepare clear and comprehensive reports.

Ability to express ideas clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with subordinates, co-workers, licensed gaming facilities, and governmental officials.

Minimum Experience and Training:

A Bachelor's Degree (or higher) in Accounting from an accredited college or university.

Fifteen years of experience in progressively responsible regulatory, accounting, tax, and/or audit work with exposure to a wide variety of entities and situations.

A professional certification of CPA is required. Other certifications such as CIA, CFA, or CFE are preferred, but not required. Experience must indicate competence in one or more of the following fields: accounting, auditing, taxes, finance, business valuations, etc.; and experience with various types of accounting, tax and MicroSoft software.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Groups: 10

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

FORENSIC ACCOUNTANT

Class Summary:

This is advanced level, specialized, complex, professional accounting and analytical work, which may also involve the supervision of lower level staff in analyzing and organizing: corporate, partnership, limited liability company, and other business entity documents that establish the operating requirements of such entities; complex financial debt documents; and other financial-related contracts and agreements. The analysis is performed in connection with applications for licensing, applications for license renewals, compliance with applicable Pennsylvania licensing laws, regulations and other licensing conditions.

Additional work involves the analysis of complex entity organizational structures, applicant financial statements and financial ratios, national and international regulatory filings (such as the SEC), board committee minutes, and other documents connected with the application process for licensure, licensure renewal, or other PGCB imposed conditions. Work is performed with considerable independence under the direction of a superior and review is limited to occasional conferences and the periodic analysis of written reports and forms.

This position reports directly to BIE's Supervisor for the Financial Investigations Unit.

Examples of Work May Include But Are Not Limited To:

An employee in this position:

Reviews specifically the financial information and other information provided in an application for a slot machine license, manufacturer license, or supplier license, or the renewal of all three classes of licensees.

Provides assistance to BIE Office of Enforcement Counsel attorneys, as needed, in areas involving financial issues that arise in enforcement actions.

Proposes and implements practical solutions to achieve the investigative goals of BIE.

Prepares analytical reports dealing with such areas as: the financial suitability of initial applicants for slot machine licenses, manufacturers, or suppliers; changes in the structure

of existing licensees; analysis of proposed debt financing or changes to existing financing; and analysis of compliance with PGCB imposed filing requirements.

Schedules and oversees the performance of unannounced financial investigations which may include interviews of specified applicants and review of relevant financial-related documents.

Schedules, oversees and reviews the contacting of appropriate internal and external agencies to confirm the accuracy of financial data presented by the applicant.

Testifies before the Board and/or other legal venues regarding the work performed and the conclusions prepared/presented.

Oversees the questioning of appropriate officials within and/or without the licensed gaming facility to aid BIE Investigators in their individual financial investigations.

Reviews reports of financial examiners for coverage of law violations, mathematical and accounting accuracy, and arrangement of subject matter.

Provides limited analysis, as needed, for tax questions that may arise.

Performs related work as required.

Required Knowledge, Skills and Abilities:

Considerable knowledge of complex accounting principles and methods and their application to private or governmental accounting systems.

Extensive knowledge of commercial financial matters relative to financial reporting.

Considerable knowledge of the laws and regulations pertaining to the PGCB and the ability to apply that knowledge to the review of information.

Ability to analyze and interpret complex accounting data and reports.

Ability to determine violations and non-compliance with laws, regulations and conditions pertaining to the PGCB.

Must be able to exercise a high level of judgment related to complex financial matters as they relate to the forensic environment.

Ability to evaluate issues that arise during the initial or renewal application process or other investigation, and to provide specific solutions and/or requests for additional information either on a single or an on-going basis.

Ability to utilize relevant professional literature, pronouncements, and perform research on specific issues that may arise.

Ability to organize and direct the flow of work to subordinates and to prepare clear and comprehensive reports.

Ability to express ideas clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with subordinates, licensed gaming facilities, and governmental officials.

Minimum Experience and Training:

A Bachelor's Degree (or higher) in Accounting from an accredited college or university,
and

Five years of experience in progressively responsible regulatory, accounting, and/or audit work.

Preferred

A professional certification (i.e., CPA, CIA, CFA, CFE, CMA, CISA) indicating competence in the fields of accounting, auditing, taxes, business valuations, etc.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

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Office of Chief Enforcement Counsel

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

CHIEF ENFORCEMENT COUNSEL

Class Summary:

The Chief Enforcement Counsel acts as the prosecutor in all non-criminal enforcement actions under the Gaming Act. The Chief Enforcement Counsel is solely responsible for initiating proceedings for violations of the Act, as they deem necessary. In the case of a violation, the Chief Enforcement Counsel may seek a settlement that may include fines, penalties or other actions. The Chief Enforcement Counsel is responsible for drafting, negotiating, and enforcing such settlements. The Chief Enforcement Counsel presents proposed settlements to the Board for their consideration.

The Chief Enforcement Counsel is the legal advisor to the Bureau of Investigations and Enforcement (BIE). The Chief Enforcement Counsel responds to questions and issues presented by investigators from the BIE's regional and central offices. In providing legal advice to the Bureau concerning the conduct of background investigations, the release of information or the sufficiency of materials submitted to the Bureau or the Board, the Chief Enforcement Counsel may consult with the Office of Chief Counsel.

Chief Enforcement Counsel makes recommendations and objections to the Board relating to the issuance of licenses, permits, certifications and registrations. Specifically, the Chief Enforcement Counsel is responsible for reviewing and analyzing reports and investigations conducted by the BIE, Pennsylvania State Police (PSP), contract investigators and other Board Bureaus, entity and Key Employee Qualifier applications, and any other document deemed necessary in rendering complete and accurate recommendations and objections. The Chief Enforcement Counsel informs the Office of Chief Counsel and the Bureaus of any potential criminal or civil litigation history, outstanding tax issues, or any other matter that may be of concern to the Bureau or the Board when the Board is determining whether to issue or renew a license, permit, certification or registration.

The Chief Enforcement Counsel is the liaison between the Office of Enforcement Counsel and state and local prosecutors with respect to the investigation and prosecution of criminal violations of the Act.

Supervision is exercised directly and indirectly through supervising attorneys and includes assigning work, evaluating performance, resolving complaints and grievances.

Works cooperatively with the Director of the Bureau of Investigations and Enforcement to set policy for the Bureau of Investigations and Enforcement.
Work is performed through the exercise of independent judgment.

This position reports to the Executive Director of the Board on administrative matters.

Examples of Work May Include But Are Not Limited To:

Provide legal services and advice to the BIE.

Makes recommendations and objections to the issuance of licenses, permits, certifications and registrations.

Represents the Commonwealth in administrative proceedings before the Board.

Reviews subordinate attorney recommendations relating to enforcement actions to ensure sufficient evidence exists to initiate enforcement proceedings.

Initiates regulatory enforcement proceedings.

Initiates and develops new and revised policies and procedures and oversees their implementation.

Provides overall direction and guidance to supervising attorneys in the Office of Enforcement Counsel.

Supervises the work of supervising attorneys in the Office of Enforcement Counsel.

Calls and conducts staff conferences.

Supervises the submission of background investigation reports to the Bureau of Licensing.

Directs background and regulatory enforcement investigations and participate in same.

Drafts and analyzes legal documents.

Prepares petitions, complaints, proposed orders, consent agreements and other documents for filing with the Clerk to the Board.

Performs related work as required.

Minimum Experience, Education, and Training:

Twelve years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania; and

Prior service as a director or supervising counsel in the legal office of a large state or local agency or as a director or supervising counsel in an agency with a large and active legal office characterized by high impact legal problems;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE05

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

DEPUTY CHIEF ENFORCEMENT COUNSEL

Class Summary:

Deputy Chief Enforcement Counsel is responsible for supervising one or more Assistant Enforcement Counsels. The incumbent will make recommendations to the Office of Chief Counsel, the Bureau of Licensing, and the Bureau of Investigation and Enforcement (BIE) relating to the issuance of licenses and permits. Specifically, Counsel is responsible for reviewing Pennsylvania State Police (PSP) reports, entity and Key Employee Qualifier applications, and any other document deemed necessary in rendering complete and accurate background investigations.

The Deputy Chief Enforcement Counsel will report to the Chief Enforcement Counsel.

Examples of Work May Include But Are Not Limited To:

Counsel informs the Office of Chief Counsel and the Bureaus of any potential criminal or civil litigation history, outstanding tax issues, or any other matter that may be of concern to the Board when issuing a license or permit.

Counsel also operates as the prosecutor in all enforcement actions under the gaming act.

Specifically, Counsel advises the BIE on background investigations, audits and inspections, and the investigation of potential violations of the act.

Counsel responds to questions and issues presented by investigators from the BIE regional office.

Counsel also reviews investigative reports, researches issues, and edits reports to include in applicant's Suitability Reports for the Board's review.

Counsel is responsible for initiating proceedings for violations, as they deem necessary.

In the case of a violation, Counsel may seek a settlement that may include fines, penalties or other actions. Counsel is responsible for drafting, negotiating, and enforcing such settlements.

Other general duties required by Counsel include researching gaming statutes and regulations in other jurisdictions, reviewing the Pennsylvania Gaming Control Board's (PGCB) temporary regulations, and reviewing Category 1, 2 and 3 applicant's deeds and property documents.

Travel throughout the Commonwealth of Pennsylvania is required. Will work closely with the Eastern Regional Director for the BIE.

Other duties as assigned.

Minimum Experience, Education, and Training:

Licensed to practice law in the Commonwealth of Pennsylvania.

Ten years of experience practicing law and three or more years of supervisory experience;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

SENIOR ENFORCEMENT COUNSEL

Class Summary:

Senior Enforcement Counsel serves as counsel with the Office of Enforcement Counsel. This position requires highly responsible and difficult, non-supervisory, professional legal work. A Senior Enforcement Counsel must demonstrate mastery of one or more areas of the law which are vital to the role of both the Office of Enforcement Counsel and the Bureau of Investigations and Enforcement. A Senior Enforcement Counsel will regularly handle the most difficult and novel legal issues. These legal problems are also characterized by their sensitivity and require innovative and creative ways to resolve them. Work is performed with the utmost independence, and general supervision is received from the Chief Enforcement Counsel or a Deputy Chief Enforcement Counsel. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 3 class in the heightened complexity of legal work involved and the very minimal amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Serves as counsel with the Office of Enforcement Counsel;

Provide legal services and advice to the supervising attorney of the assigned regional BIE Office;

Reviews Reports of Investigation and makes recommendations relating to the issuance of licensing categories under the jurisdiction of the PGCB;

Assists with the coordination of the submission of Background Investigation Reports to the Board for all licensing categories under the jurisdiction of the PGCB;

Represents the various PGCB Bureaus/Offices in administrative proceedings before the Office of Hearings and Appeals and the PGCB;

Reviews Casino Compliance Reports, other PGCB Bureau/Office referrals, and BIE Miscellaneous Reports of Investigation regarding possible violations and initiates and prosecutes enforcement proceedings against licensees under the jurisdiction of the Board;

Conducts investigatory sworn interviews and prepares and argues briefs, exceptions, petitions and motions before the Office of Hearings and Appeals, the PGCB, and/or any court of competent jurisdiction regarding highly sensitive, complex, and confidential legal and investigative matters;

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act;

Drafts and analyzes legal documents;

Conducts legal research;

Answers routine correspondence;

Performs other related duties; and

Any other duties or functions as directed by supervising counsel.

Minimum Experience, Education and Training:

Six years of progressively responsible professional legal experience, with some experience in legal work of the highest degree of professional responsibility, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM09

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT ENFORCEMENT COUNSEL 3

Class Summary:

Assistant Enforcement Counsel 3 serves as counsel with the Office of Enforcement Counsel. This position requires responsible non-supervisory professional legal work. The Assistant Enforcement Counsel 3 performs professional legal work which ranges from moderately difficult to complex. Work involves personal responsibility and accountability for difficult and important legal matters including the rendering of legal services and advice to the assigned Regional Bureau of Investigations and Enforcement Office and the Regional Bureau of Casino Compliance on matters of paramount importance, scope and complexity. Employees function independently and work is subject to general supervision. Legal advice is sought or received from higher level attorneys on legal issues of unusual complexity, sensitivity, or importance. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 2 class in the higher complexity of legal work involved and the minimal amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Serves as counsel with the Office of Enforcement Counsel;

Provide legal services and advice to the supervising attorney of the assigned regional OEC Office;

Reviews and assesses BIE Reports of Investigation and makes recommendations relating to the issuance of key employee licenses, principal licenses, manufacturers, suppliers, gaming service providers, and other licensing categories under the jurisdiction of the PGCB;

Reviews Casino Compliance Reports, other PGCB Bureau/Office referrals, and BIE Miscellaneous Reports of Investigation regarding possible violations and initiates enforcement proceedings against licensees under the jurisdiction of the Board;

Assists with the preparation, review, and coordination of the submission of Background Investigation Reports to the Board;

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act;

Presents gaming service provider, manufacturer, facility, and employee and other licensee enforcement matters to the Board at public meetings;

Drafts and analyzes legal documents;

Conducts legal research;

Answers routine correspondence;

Performs other related duties; and

Any other duties or functions as directed by supervising counsel.

Minimum Experience, Education and Training:

Four years of progressively responsible professional legal experience, with some experience in highly responsible and complex professional legal work, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM08

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT ENFORCEMENT COUNSEL 2

Class Summary:

Assistant Enforcement Counsel 2 serves as counsel with the Office of Enforcement Counsel. This position requires responsible non-supervisory professional legal work. The Assistant Enforcement Counsel 2 is responsible for performing legal work at the full professional performance level, often within a specific field of law. A wide variety of legal work is performed, which includes, but is not limited to, reviewing regulatory investigative reports and initiating regulatory enforcement proceedings, consent agreements, stipulations, petitions and other matters relating to enforcement. Difficulty of legal problems encountered range from routine to moderately difficult. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 1 class in the increased complexity of legal work involved and the decreased amount of guidance received.

Examples of Work May Include but Are Not Limited To:

Serves as counsel with the Office of Enforcement Counsel;

Provide legal services and advice to the supervising attorney of the assigned regional OEC Office;

Reviews Reports of Investigation and makes recommendations relating to the issuance of key employee licenses;

Assists with the coordination of the submission of Background Investigation Reports to the PGCB;

Reviews BIE investigative findings of gaming and non-gaming employee applicants and makes recommendations relating to the issues of permits and registrations;

Reviews Casino Compliance Reports and other PGCB Bureau/Office referrals regarding possible violations and initiates enforcement proceedings against licensed employees and facilities under the jurisdiction of the Board;

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act;

Presents employee and facility enforcement matters to the Board at public meetings;

Drafts and analyzes legal documents;

Conducts legal research;

Answers routine correspondence;

Performs other related duties; and

Any other duties or functions as directed by supervising counsel.

Minimum Experience, Education and Training:

Two years of progressively responsible experience in professional legal work, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM07

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ASSISTANT ENFORCEMENT COUNSEL 1

Class Summary:

Assistant Enforcement Counsel 1 serves as counsel with the Office of Enforcement Counsel. The position entails entry level professional legal work. An Assistant Enforcement Counsel 1 performs legal research confined to one or a few fields. Initially, attorneys in this class spend much of their time learning the techniques and requirements of governmental legal practice in their assigned areas. As they become more experienced in their work, they complete assigned tasks of a routine nature with minimum supervision. A wide variety of legal work is performed, which includes, but is not limited to, reviewing regulatory investigative reports and making recommendations to supervising counsel relating to the initiation of regulatory enforcement proceedings. Work is received via assignment from supervising counsel or policy direction from the Chief Enforcement Counsel. Work is reviewed by supervising counsel.

Examples of Work May Include but Are Not Limited To:

Serves as counsel with the Office of Enforcement Counsel;

Provide legal services and advice to the supervising attorney of the assigned regional OEC Office;

Reviews gaming and non-gaming employee applications and makes recommendations relating to the issuance of permits and registrations under the jurisdiction of the PGCB;

Reviews Casino Compliance Reports and other PGCB Bureau/Office referrals and makes recommendations relating to enforcement actions relating to gaming and non-gaming employees under the jurisdiction of the PGCB;

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act;

Presents employee enforcement matters to the Board at public meetings;

Drafts and analyzes legal documents;

Conducts legal research;

Answers routine correspondence;

Performs other related duties; and

Any other duties or functions as directed by supervising counsel.

Minimum Experience, Education and Training:

Graduated from an accredited school of law and certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GM06

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

LAW CLERK

Class Summary:

This is an entry level position assisting the legal staff of the Pennsylvania Gaming Control Board (PGCB).

A Law Clerk is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research participating in the preparation of cases. After a period of training employees are given assignments of limited difficulty to perform independently. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems. Supervision is received by an attorney.

Examples of Work May Include but Are Not Limited To:

Assists in the preparation of digests of laws and cases.

Participates in the preparation of cases by drafting memos, briefs and generally assisting an attorney.

Search for, interprets, and applies laws, court decisions, and other legal authorities on points of law involved in the preparation of legal rulings.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Prepares and maintains case management lists, spreadsheets, and statistics.

Issues, files, and maintains enforcement notices, complaints, memorandums, evidence packets.

Prepares and completes any other assigned office related tasks.

Minimum Experience, Education, and Training:

Graduation from an accredited law school.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range – GM04

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**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Administrative Staff

EXECUTIVE ASSISTANT

CLASS SUMMARY:

This is highly responsible staff work as the personal secretary to the PGCB Board Chairman or Executive Director.

An employee in this class performs a wide variety of secretarial assignments in regulating and controlling the office activities and document flow within the executive office. Work involves relieving the Board Chairman or Executive Director of a variety of details pertaining to the control of the work agenda, provision of information summaries and materials for scheduled meetings, processing of inter and intra departmental written correspondence, and preparation of travel itinerary. The Executive Assistant controls the flow of memoranda for the Board Chairman or Executive Directors signature that originate from the bureau directors, or other bureau managers and require a timely response. Work also involves evaluating agency wide clerical operations and procedures and recommending and implementing effective changes. The Executive Assistant is expected to learn agency programs and objectives and related them to the clerical process on an agency wide basis. Work includes the responsibility for contacts with officials and the public who require the services of the executive office. Work is performed independently under the general direction of the Board Chairman or Executive Director and is reviewed for accuracy and effectiveness.

EXAMPLES OF WORK:

Develops and implements procedures for expediting the flow of memoranda and other documents to, from and through the executive office by coordinating clerical activities as they interface in the agency.

Screens visitors and phones calls for the Board Chairman or Executive Director; apprises the Board Chairman or Executive Director of all office activity in regard to visitors and callers; and answers inquiries or refers them to appropriate persons for handling.

Maintains control over incoming and outgoing correspondence; and composes correspondence on a variety of subjects relating to the management of the agency.

Reviews correspondence prepared for the Board Chairman or Executive Directors' signature for grammar, format, completeness, and adherence to agency policy.

Takes and transcribes dictation and prepares and signs the Board Chairman or Executive Director's name to correspondence, inter-office forms, requisitions, and similar documents.

Collects and organizes data required by the Board Chairman or Executive Director for

speaking engagements and appointments, and prepares travel arrangements for the Board Chairman or Executive Director.

Arranges and schedules appointments for the Board Chairman or Executive Director and makes certain all the necessary material is secured and that the Board Chairman or Executive Director is briefed before each meeting.

Prepares correspondence to the general public in order to adjust complaints or supply information concerning agency functions and procedures.

Acts as a representative of the Board Chairman or Executive Director by maintaining frequent contacts with public private executives, professional persons, and other officials concerning their relationship to the work of the executive office.

Develops and maintains the filing system in the executive office that is necessary for the efficient cataloging and storing of documentation.

Applies administrative rules and regulations on a daily basis to a variety of work situations.

Performs related work as required.

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the functions, organization, and clerical procedures of the agency.

Knowledge of modern office practices, procedures, and equipment.

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of the principles of office management and standard record maintenance procedures.

Ability to take dictation and transcribe complex and technical material at a reasonable rate of speed.

Ability to compose a variety of memoranda or letters with only general instructions.

Ability to maintain complex clerical records and to prepare accurate reports.

Ability to exercise good judgment, courtesy, and tact in receiving and directing callers, giving and obtaining information, and in resolving people-related or procedural problems.

Ability to establish and maintain effective working relationships with other employees and the general public.

MINIMUM EXPERIENCE AND TRAINING:

Five years of progressively responsible experience in secretarial work, and a high school diploma or equivalent completion of a post high school secretarial training may be substituted for the required experience on a year-for-year basis up to four years;

or

Any equivalent experience and/or training which provided the required knowledge, and abilities.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Pay Range: GE01

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

EXECUTIVE SECRETARY

Class Summary:

This is highly responsible staff work as the primary administrative support for a Bureau Director within the PGCB. An employee in this job performs a wide variety of secretarial assignments in regulating and controlling the office activities and document flow within the Bureau. Work involves relieving the PGCB Bureau Director of a variety of details pertaining to the control of the work agenda, provision of information summaries and materials for scheduled meetings, processing of inter and intra departmental written correspondence, and preparation of travel itinerary. The employee in this position controls the flow of memoranda for the Bureau that originates from the deputies and requires a timely response. Work also involves evaluating clerical operations and procedures and recommending and implementing effective changes. The employee is expected to learn agency programs and objectives and relate them to the clerical process on an agency wide basis. Work includes the responsibility for contacts with officials and the public who require the services of the Bureau. Work is performed independently under the general direction of a Bureau Director and is reviewed for accuracy and effectiveness.

Examples of Work Include but Are Not Limited to:

Develops and implements procedures for expediting the flow of memoranda and other documents to, from and through the Bureau by coordinating secretarial activities as they interface in the agency.

Screens visitors and phones calls for the Bureau Director; apprises the Bureau Director of all office activity in regard to visitors and callers; and answers inquiries or refers them to appropriate persons for handling.

Sorts mail delivered to the Bureau and routes it to the proper bureau/office; maintains control over incoming and outgoing correspondence; and composes correspondence on a variety of subjects relating to the management of the office.

Reviews correspondence prepared for the Bureau Director's signature for grammar, format, completeness, and adherence to agency policy.

Takes and transcribes dictation and prepares and signs the Bureau Director's name to correspondence, inter-office forms, requisitions, and similar documents.

Collects and organizes data required by the Bureau Director for speaking engagements and appointments, and prepares travel arrangements for the agency head.

Arranges and schedules appointments for the Bureau Director and makes certain all the necessary material is secured and the Bureau Director is briefed before each meeting.

Prepares correspondence to the general public in order to adjust complaints or supply information concerning agency functions and procedures.

Acts as a representative of the Bureau Director by maintaining frequent contacts with public private executives, professional persons, and other officials concerning their relationship to the work of the bureau.

Develops and maintains the filing system within the bureau that is necessary for the efficient cataloging and storing of documentation.

Applies administrative rules and regulations on a daily basis to a variety of work situations.

Performs related work as required.

Required Knowledge, Skills and Abilities

Knowledge of the functions, organization, and clerical procedures of the agency.

Knowledge of modern office practices, procedures, and equipment.

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of the principles of office management and standard record maintenance procedures.

Ability to take dictation and transcribe complex and technical material at a reasonable rate of speed.

Ability to compose a variety of memoranda or letters with only general instructions.

Ability to maintain complex clerical records and to prepare accurate reports.

Ability to exercise good judgment, courtesy, and tact in receiving and directing callers, giving and obtaining information, and in resolving people-related or procedural problems.

Ability to establish and maintain effective working relationships with other employees and the general public.

Minimum Experience and Training:

A high school diploma and five years of relevant work experience;

or

Any equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 5

Non Union Pay Range GM03

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

ADMINISTRATIVE ASSISTANT

Class Summary:

An Administrative Assistant is responsible for the processing of a variety of documents which include the verification of information, performing arithmetic calculations, coding, and assisting the public in completing governmental forms. Work involves the skilled typing of a variety of letters, reports, contracts, transmittals, vouchers, and agenda in draft and final form and includes responsibility for the format and grammatical accuracy of the material typed. Work may involve providing secretarial services to one or more individuals. Work includes all clerical aspects of a complicated work process or activity made up of unpredictable and random input, making choices between different procedures to be followed, and the appropriateness of the information presented for further processing. Work normally involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed, and the actions taken. Work may involve providing training and guidance to new employees and fulfilling a lead worker role for routine clerical operations. Work is performed with considerable independence and little review, however, changes in operational standards, procedures, and work policies are discussed in detail with the supervisor prior to implementation.

This position reports to various management staff throughout the agency.

Examples of Work May Include but Are Not Limited To:

Types letters, reports, contracts, transmittals, vouchers, itinerary, and agenda on a typewriter console from handwritten draft, dictated sources, or original source documents into draft or final form.

Reads correspondence in order to become familiarized with contents and determines what procedures to pursue in providing the correct information which is in accordance with any applicable administrative and legal constraints; and types or directs the typing of responding correspondence.

Proofreads varying types of materials to insure that information is grammatically correct, complete, consistent, and adheres to agency rules and regulations.

Prepares and types documents to purchase books, supplies, equipment, services, etc. by referring to catalogues, state contracts, and other sources to obtain prices, specifications, and related information.

Prepares monthly accomplishment such as reports, bid awards, costs, anticipated completion dates, and stages of completion.

Answers written inquiries relating to the status of certain aspects of an organization's functions.

Answering phones and taking messages or transferring calls.

Performs data entry to update human resource, fiscal, accounting, and similar systems.

Performs receptionist duties by greeting visitors, directing individuals to proper office locations, taking information, and screening and routing telephone calls.

Gathers information by reading publications and extracting applicable material.

Determines supply needs for the mail room and prepares the supply requisitions.

Insures that mail delivery schedules are punctual and mail is processed in the most efficient and expeditious manner.

Initiates tracers through the U.S. Postal Service on lost mail or parcel post.

Performs related work as required.

Minimum Experience, Education, and Training:

A high school diploma and four years of relevant work experience;

Or graduation from an accredited four year college or university;

Or an equivalent combination of experience and training.

Essential Job Functions:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Scale Group: 4

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Pay Ranges

**PENNSYLVANIA GAMING CONTROL BOARD
OFFICE OF HUMAN RESOURCES
CLASSIFICATION SPECIFICATION**

Appendix - A

[**EXECUTIVE PAY STRUCTURE**](#)

(Please click above to hyperlink to the PGCB Executive Pay Structure)

Appendix - B

[**NON UNION PAY STRUCTURE**](#)

(Please click above to hyperlink to the PGCB Non Union Pay Structure)

Appendix - C

[**UNION PAY STRUCTURE – PAY SCALE TYPE ST**](#)

(Please click above to hyperlink to PAY SCALE TYPE ST)