

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 7/29/2021

CLOSING DATE: 8/22/2021

**CLASS TITLE: Casino Compliance
Representative**

POSITION #:

**LOCATION: Hollywood Casino York
2899 Whiteford Road
York Galleria
York, PA 17402**

TYPE OF SERVICE: Non-Civil Service

UNION COVERAGE: AFSCME

WORK HOURS: Shift Work (40hr. Per Week)

STARTING SALARY: \$ 48,196

Job Duties:

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.

HOW TO APPLY: Qualified applicants must submit a completed PGCB employment application along with a resume to Joseph Bott at pgcbjobapplicant@pa.gov by the closing date of this posting. A copy of this application is available on the PGCB website at <http://gamingcontrolboard.pa.gov/> Selected applicants will then be contacted and an interview will be arranged.

NOTE: Employment is contingent upon the completion of a Personal History Questionnaire with a thorough background investigation, including drug screening and the subsequent review and approval by the Board.

A brief description of the duties is included under the **JOB DUTIES** section listed above. **Also included are the position's essential job functions as required by the Americans With Disabilities Act (ADA).**

IF YOU NEED AN ACCOMMODATION DUE TO A DISABILITY WHEN INTERVIEWING FOR THIS POSITION, PLEASE ADVISE THE PERSON WHO CONTACTS YOU FOR THE INTERVIEW.

CONTACT PERSON: Joseph Bott

ADDRESS: P.O. Box 69060
Harrisburg, PA 17106

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov

Identification of Essential Job Functions/ADA

Essential Job Functions for:

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

1. Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.
2. Communicate verbally and in writing in the English language.
3. Follow verbal and written instructions.
4. Interpret and apply policies and procedures.
5. Significant standing and walking is required to perform job duties.
6. Work alternating shifts and holidays.
7. Monitor gaming activity in a smoking and non-smoking environment.
8. Significant exposure to a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.