

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 2/3/2025

CLOSING DATE: 2/12/2025

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: \$ 54,226

DEFINITION:

This is professional and administrative work in monitoring licensed gaming operations within the Commonwealth of Pennsylvania for compliance with law, rules, regulations, policies and procedures and approved internal controls to ensure the integrity of gaming.

An employee in this job is responsible for monitoring the compliance of licensed gaming industry operations and activities, as well as gaming patrons' conduct for conformance and adherence to laws, rules, regulations, policies, procedures and approved internal controls. Work involves observing, gathering and analyzing information pertaining to gaming operations and activities; preparing reports and communications of findings; conducting or aiding patron initiated self-exclusions; and referring or recommending administrative, legal or criminal actions to other bureaus or offices within the Pennsylvania Gaming Control Board (PGCB or Board) or Pennsylvania State Police (PSP). Work includes interaction with gaming industry personnel at all levels, gaming patrons, other PGCB personnel and law enforcement entities. Work also involves utilizing diverse types of electronic and/or manual recording and information systems monitored or utilized by PGCB in conducting compliance related activities. Work is performed with considerable independence and with general instruction of a supervisor and reviewed through reports, conferences and evaluation of outcomes for conformance with regulations and Bureau of Casino Compliance, Bureau of Gaming Operations, Office of Sports Wagering Operations or PGCB's policies and procedures.

EXAMPLES OF WORK: *(NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):*

Monitors and examines gaming industry operations and activities including but not limited to drops and counts of revenue or review of revenue reports; adherence to internal controls; adherence to required staffing levels; information contained in reports; access to gaming by the public; delivery and removal of gaming equipment; movement of slot machines and gaming equipment; implementation of

operational plan changes; implementation and changes to gaming platforms and online sites; and performance of RAM clears.

Acquires information through interviews, observation of operations, and review of gaming reports, databases and technology to obtain and ensure compliance with applicable laws, rules, regulations and approved internal controls.

Responds to patron complaints and questions and attempts to resolve complaints from patrons in a satisfactory and equitable manner.

Prepares compliance reports for incidents involving the gaming industry, patrons or the public that may violate law, rules, regulations or approved internal controls and recommends referral of certain incidents to PGCB's Bureau of Investigation and Enforcement (BIE)/Office of Enforcement Counsel (OEC) for investigation or enforcement action.

Observes or monitors gaming and sports wagering activity for suspicious activity and prepares reports in compliance incident databases.

Engages in the practice of ongoing review of slot machine activity to ensure that all machines are functioning as required and reviews table games to ensure compliance with PGCB's regulations. In the case of online gaming and sports wagering engages in the practice of ongoing review of interactive gaming or sports wagering systems, activities and games to ensure compliance with PGCB's regulations.

Serves as the on-site representative for the Office of Compulsive and Problem Gaming at land-based casinos.

Monitors and reports all violations of the regulations related to compulsive and problem gambling.

Assists new persons when entering the Self Exclusion Program.

Monitors the gaming floor to assure that no underage, intoxicated or self-excluded individuals are gambling or present on the gaming floor. In the case of online gaming and sports wagering, monitors interactive gaming systems to assure registered players are 21 years or older and not on the self-exclusion or exclusion lists; that controls are in place to prevent individuals located outside of Pennsylvania from wagering; and that prohibited individuals are not engaged in sports wagering.

Ensures that signage, advertisements and webpages are in compliance with law and the PGCB's regulations.

Monitors all gaming and non-gaming employees to ensure that each employee meets the PGCB's licensing requirements.

Ensures that gaming industry employees or vendors have their credentials on their person and are visible for display.

Ensures emergency credentials are issued to any gaming industry employee or vendor who does not have a credential on their person.

Monitors all restrictive access points, all key controls, and regularly reviews the jobs compendium for levels of authority and levels of access within all gaming verticals.

Gathers all relevant documents, reports, and other information for any gaming industry employee who has been terminated or arrested; and forwards information to PGCB's BIE/OEC for a review and determination on the status of the employee's license.

Works with the Bureau of Licensing (“BOL”) to ensure that all vendors are registered or licensed according to Act 71 and the BOL’s regulations.

Cooperates with the investigation and prosecution of non-criminal violations of the Act, regulations, and/or internal controls.

Conducts, as directed, follow-up actions to ensure noted issues or violations are being corrected and monitors and evaluates the progress in correcting issues or violations.

Serves as a liaison and establishes relationships with gaming industry personnel, law enforcement entities, PGCB personnel, registered and certified vendors and members of the public as required to execute compliance activities.

Coordinates activities with the Bureau of Casino Compliance Director or Senior Supervisor concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change. In the case of online gaming coordinates the release note processes and ensures game changes and are approved and authorized. In the case of sports wagering, coordinates with the Director, Sports Wagering Operations the approval of events and catalog of wagers to be offered to the general public.

In the case of sports wagering, reviews, analyzes and evaluates errors and related circumstances submitted by risk and trading teams to determine if a recommended remedy to the error is appropriate; banks statements and attestations received from online and retail sports wagering operators to ensure a correct balance is kept separate and apart from other sources; contests, tournaments and pools submitted by sports wagering operators to ensure compliance with the regulations prior to offering to the public; sports wagering revenue reconciliation reports to ensure proper gross revenue is reported and utilized for tax purposes; retail sports wagering variance reports to identify errors and request a remediation plan; and prohibited wagering reports by sports wagering certificate holders and operators to determine if wagering activity should be voided and refers incidents to the Office of Enforcement Counsel;

Serves as on-site PGCB representatives with the Harness Racing/Horse Racing Commission. In the case of sports wagering, at the direction of the Director, Sports Wagering Operations serves as a liaison to the State Horse Racing Commission, prepares annual reports and monitors the use of funds related to horseman’s organizations and racetrack improvements.

Reviews, evaluates or aids in the evaluation of the terms and conditions of promotions received from gaming entities and prepares correspondence related to promotional revisions or cancellations.

Provides assistance to the Department of Revenue when requested or as needed including but not limited to revenue reporting, connectivity to the central control computer and transfer of funds for horse racing purses.

Provides testimony before PGCB’s Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forums.

Maintains familiarity with all documents relating to gaming compliance such as the PGCB’s regulations; Gaming Act; gaming providers and operators’ internal controls, rules, regulations and procedures; and internal PGCB policies.

Performs related work as required.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of report writing.

Skill in operating computers and computer programs.

Ability to analyze and interpret data and reports.

Ability to interpret and apply rules, regulations and law.

Ability to effectively read, speak, write and communicate in English.

Ability to read and follow oral and written instructions.

Ability to interact tactfully and effectively with gaming industry personnel, employees of public agencies and employees of the PGCB.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of report writing.

Skill in operating electronics, computers and computer programs.

Ability to analyze and interpret data and reports.

Ability to interpret and apply rules, regulations and law.

Ability to effectively read, speak, write and communicate in English.

Ability to read and follow oral and written instructions.

Ability to interact tactfully and effectively with gaming industry personnel, employees of public agencies and employees of the PGCB.

MINIMUM EXPERIENCE AND TRAINING: (NOTE: Based on the Entry Level Knowledges, Skills, and Abilities):

Associate's Degree in a criminal justice, accounting or gaming related field;

OR

Two years of experience performing gaming assignments related to slot machines, gaming software, surveillance or sports wagering;

OR

An equivalent combination of experience and training.

Two years of experience in incident report writing preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, electronic equipment, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies, procedures and regulations.

Traverse gaming operations for visual inspections of gaming activities and operations.

Work in a smoking and non-smoking casino environment.

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

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: 303 Walnut Street
Harrisburg, PA 17101

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov