

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 9/23/24

CLOSING DATE: 10/6/24

JOB TITLE: Sports Wagering
Operations Supervisor

POSITION #:

LOCATION: Commonwealth Tower 5th Floor
303 Walnut Street
Harrisburg, PA 17101

TYPE OF SERVICE: Non-Civil Service

UNION COVERAGE: AFSCME

WORK HOURS: 8:30 – 5:00, (37.5 hrs. weekly)
(Telework Options Available
Within the Commonwealth of PA Only)

PAY SCALE GROUP: 8
Starting Salary - \$66,250
Non-Negotiable, Pay Rules Apply to Existing
Commonwealth Employees)

OVERVIEW OF THE POSITION

This is first level supervisory work reporting to the Director of Sports Wagering Operations within the Pennsylvania Gaming Control Board (PGCB or Board).

This is administrative, analytical, and supervisory work directing employees in the application of programs, regulation and control and the performance of compliance monitoring duties for licensed sports wagering entities and operations regulated by the PGCB to ensure the integrity of sports wagering.

An employee in this job supervises and guides the work of subordinate staff in the compliance monitoring and control activities of retail and interactive sports wagering; liaison and monitoring duties related to Pennsylvania's horse racing industry; and review of gaming promotions offered by entities licensed by the PGCB in accordance with law, regulations, rules, approved internal controls, policies, and procedures. The employee will also perform advanced professional work in reviewing sports wagering operations, including but not limited to evaluating revenue reporting, events, wagers, contests, tournaments, pools, bank account activities, variance reports and patron complaints, to ensure the integrity of sport wagering activities. Work also involves interpreting assignments, rules, regulations, policies, and procedures for subordinates. Work includes assigning work, determining workflow, approving or denying subordinates' leave, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, participating in interviews of employment candidates, evaluating training needs and participating in the grievance process and employee discipline. Work includes interaction with gaming industry personnel at all levels, representatives of various sports leagues or organizations, gaming patrons and other PGCB personnel. An employee in this job may participate in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work is performed with considerable independence under the direction of the Director of Sports Wagering Operations. Work is reviewed through conferences, reports, and briefings.

JOB DUTIES INCLUDE BUT NOT LIMITED TO:

Supervises and guides subordinate staff in the oversight of compliance and regulatory monitoring activities related to licensed sports wagering operations, both retail and interactive, as well as the supervision of staff engaged in analyzing sports wagering activities to identify unusual or suspicious activities related to sports

wagering revenue, events, integrity monitoring and promotions.

Plans and organizes work, assigns work, determines work priorities, sets performance expectations, and reviews work performance of subordinate staff.

Assists in the review of sports wagering internal controls and provides recommendations to the Director of Sports Wagering Operations for revisions to be communicated to other entities within PGCB and/or the gaming industry.

Supervises and guides the monitoring and evaluation of information from sports wagering certificate holders and operators, sports leagues or teams, and/or the public for patterns of unusual betting, questionable transactions, match fixing, or other suspicious activities and reviews prepared correspondence, reports, or recommendations for submission to the Director of Sports Wagering Operations for possible subsequent referral to the Office of Enforcement Counsel (OEC).

Supervises and guides the monitoring of regulatory reporting to ensure unusual or suspicious activity is reported and that integrity monitoring providers are complying with law and regulations.

Analyzes information and data acquired by subordinate staff during the monitoring and examination of sports wagering operations and activities to ensure compliance with laws, rules, regulations, policies, and procedures.

Reviews information prepared by subordinate staff following staff's review of information received from integrity monitoring providers and provides recommendations to the Director of Sports Wagering Operations based on the appropriateness of the action proposed by the sports wagering operator.

Guides subordinate staff in monitoring online sports wagering websites through back-office access to ensure compliance with PGCB regulations related to wagering transactions and types of wagers.

Supervises and guides the review, evaluation and approval of events and types of wagers (catalog of wagers) to be offered to the general public submitted by sports wagering certificate holders and reviews and edits responses to certificate holders.

Supervises and guides the review and evaluation of contests, tournaments and pools submitted by sports wagering operators through PGCB's portal to ensure compliance with the regulations prior to offering to the public.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and evaluation of errors and related circumstances submitted by risk and trading teams to determine if a recommended remedy to the error is appropriate.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and evaluation of prohibited wagering reports by sports wagering certificate holders and operators to determine if wagering activity should be voided.

Supervises and guides the review and evaluation of sports wagering revenue reconciliation reports to ensure proper gross revenue is reported and utilized for tax purposes.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and analysis of retail sports wagering variance reports to identify errors and request a remediation plan for review.

Supervises and guides the review, analysis and evaluation of bank statements and attestations received from sports wagering operators to ensure a correct balance is kept separate and apart from other sources.

Reviews release notes to assess impact to sports wagering operations and provides feedback regarding same.

Supervises and guides the review, evaluation and response to patron complaints filed through PGCB's web-based complaint site or from other internal or external entities related to sports wagering operations, unusual betting, or other suspicious activities.

Supervises, guides, reviews, or prepares reports, correspondence or recommendations related to incidents, irregularities, and patron complaints regarding online sports wagering for review by the Director of Sports Wagering Operations with possible subsequent referral to OEC or the Bureau of Investigations and Enforcement

(BIE) for investigation.

Provides guidance to other PGCB staff to assist in ensuring compliance within retail sports wagering establishments.

Recommends, as appropriate, revisions to guidelines and internal operating policies and procedures for review by the Director of Sports Wagering Operations to improve PGCB regulatory effectiveness and efficiencies.

Aids in the development or revision to electronic documentation and workflow management systems related to program planning to aid in the regulation or administration of sports wagering operations.

Receives and reviews inquiries from PGCB staff, external attorneys, and the regulated industry regarding sports wagering regulations for appropriate action by the Director of Sports Wagering Operations.

As assigned, participates in openings and soft launches of retail and online sports wagering gaming products.

HORSE RACING

Supervises subordinates that may be assigned to serve as liaison for the PGCB to the State Horse Racing Commission and other associated duties.

PROMOTIONS

Supervises and guides the review and evaluation of the terms and conditions of promotions received from gaming entities related to all forms of gaming to ensure promotions do not adversely impact the public or the integrity of gaming.

Oversees the maintenance and review of promotional data and analyzes revenue reports on promotional expenses and oversees the preparation of reports concerning issues for review by the Director of Sports Wagering Operations.

Oversees or aids in the monitoring and analysis of promotional activity to determine trends of unusual activity, expense amounts, and as necessary performs comparative analysis.

Oversees or prepares reports concerning issues related to promotional activity for review by the Director of Sports Wagering Operations.

Supervises and guides the preparation of correspondence related to promotional revisions or cancellations.

Maintains databases to ensure accurate information is being tracked regarding promotions.

GENERAL/SUPERVISORY

Participates in the training and instruction of subordinate staff.

Establishes liaison and working relationships with gaming industry and sports league/organization personnel, law enforcement entities, and other PGCB personnel.

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 forms.

Participates in the interviewing, hiring, and training of candidates or employees.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives, reviews and approves/disapproves leave requests and travel expenses from subordinates, manages overtime, work schedules and time tracking.

Aids in investigating complaints involving misconduct of subordinates and recommends corrective action when necessary.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Communicates to Director of Sports Wagering Operations personnel issues and pertinent information that affects deadlines.

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

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws, regulations, policies, and procedures applicable to sports wagering regulatory review and approval processes.

Knowledge of the gaming industry's business practices and operations including sports wagering integrity, betting processes and procedures, risk management and setting of odds.

Knowledge of the principles and practices of public administration, government operations, and public speaking.

Knowledge of systems and terminology utilized in the execution of sports wagering activities.

Knowledge of techniques used in analysis and evaluation of revenue reports and sports wagering reports and activities.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel, and leave.

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

Knowledge of basic interviewing practices and techniques.

Knowledge of report writing.

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to apply regulations and internal controls to sports wagering activities.

Ability to coordinate subordinates' work; the establishment of work/project priorities; the development or revision of workflow for processing and evaluation; and the evaluation of recommendations and reports.

Ability to perform mathematical calculations related to odds and odds calculations.

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

Ability to establish and maintain an effective working relationship with PGCB staff, sports wagering licensees and operators, and sports league or organization entities.

Ability to analyze and apply law, rules and regulations pertaining to the operations and activities of the gaming industry.

Ability to apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contract.

Ability to give testimony at hearings.

Ability to evaluate, analyze, and report and record information resulting from regulatory compliance activities.

Ability to conduct and guide compliance monitoring activities of varying complexity so that all pertinent details

are obtained.

Ability to evaluate the effectiveness of an employee's activities.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience regulating sports wagering within the PGCB;

OR

Four years of gaming operational experience and an associate's degree;

OR

An equivalent combination of experience and training.

Experience regulating sports wagering preferred as well as a bachelor's degree.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, 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.

Perform mathematical calculations related to odds and odds calculations.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Analyze and evaluate information, reports, and records.

Plan and direct work activities.

Evaluate work product and performance of employees.

Maintain effective working relationships.

Travel as required.

Work is generally performed in an office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas, and smoke.

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/?p=30> 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 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: PGCB Human Resource Office

ADDRESS: 303 Walnut Street
Harrisburg, PA 17101

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov