



**PICAYUNE RANCHERIA OF THE
CHUKCHANSI INDIANS
TRIBAL GAMING COMMISSION**

Job Description

Job Title: Gaming Commission Investigations Coordinator
Department: Gaming Commission
Reports to: Gaming Commissioner Asst. Investigator and Investigator
Location: Designated Tribal Gaming Commission Area
Shift: Day shift, flexible, but subject to be called in at any time
Position Status: Regular full time
Salary: DOE

SUMMARY:

Responsible for all administrative and recordkeeping functions of the Gaming Investigations Department. Will carry out supportive clerical job tasks related to the day-to-day responsibilities of the Investigations Department. Completes Investigative preparation, field work, and dispositions at the direction of the Investigators. Must be able to extract, interpret and analyze data from various Casino and TGC systems. Must have strong human relations skills. Ability to review appropriate records related to the various operating areas and inspecting physical aspects of the facility. Support the Investigators in an efficient, effective and diverse environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Performs excellent internal and external customer service at all times.
- Answers telephone in cordial, professional manner, taking detailed, accurate messages as necessary, then directs to appropriate person or department.
- Composes and types correspondence, forms; prepares research for TGC Investigators as needed. Will ensure independence and impartiality of team members and patrons to whom you will be providing Investigative field work on.
- Maintains strict confidentiality on all departmental issues and investigations.
- Prepares Investigative case files for the TGC Investigators gathering data from Casino and TGC systems, having knowledge of both criminal and civil matters occurring on property. Ability to complete all data and analytical entries during the case preparation phase in the Investigations database and hard files.
- At the direction of the Investigators will complete all needed Investigative field work as assigned.
- Must be able to identify and articulate (verbal and written) noted violations to Tribal, State, and Federal Regulations proficiently. Forwarding case preparation and field work to the Investigators in a timely fashion. Must be a self-starter on case preparation, to include extraction of supportive documentation, data entry, and file management.

- Will answer incoming communications with the general public, giving proper direction and answers to common inquiries (i.e. patron non-voluntary exclusions, casino bans, patron disputes, etc).
- Coordinate and schedule interviews, prepare interviewing rooms, ensure quality assurance of digital recording and retention.
- Will assist Investigators with any aspect of conducting Notice to Show Cause Hearings (OTCs) to include planning, scheduling, organizing, and recording of hearings. Must have the ability to compile and organize documentation, prepare evidence, and assist the Investigators with any aspect of the hearing as requested. Also, must have the ability to transpose OTC timelines, testimony, and dissemination of Findings and Decision, to include any case supplemental(s).
- Must be able to multi-task in a fast pace department where team work is a basic expectation.
- Works with the TGC Investigator on monthly report preparation. May also be asked to provide quality assurance over monthly budget expenses with the TGC Administrative Assistant.
- Will assist the Investigators as needed with facilitating the petition of work place violence restraining orders (WVROs) and civil injunctions as needed. Attends Court proceedings as necessary. Serves as a supportive role to the Investigators. At the direction of the Investigators, will complete required communications at different phases of the WVRO with key partners, with necessary data entry, and or file organization.
- Ensure investigational files are properly structured, numbered and filed in accordance with the departments numbering system. Responsible to conduct quality assurance checks to ensure the Investigations Database and associated files are adequately maintained.
- May be tasked with archive duties to include data entry, preservation of historical files, scanning, archiving, and transposing of file numbering.
- Prepares and coordinates the release of materials to outside agencies. Ensuring timely and accurate information is shared with the authorized requestor. Responsible to track all releases utilizing the release numbering system utilized by the department. Will serve as a conduit between the Investigators and outside agencies in this regard.
- Intakes all non-voluntary patron exclusion appeal requests with department standards, sending the required Patron Exclusion Removal Request forms with the necessary instruction letter(s) to the requestor. Verbally communicates with the requestor as needed, providing a full explanation of the process, responsibilities, and timeline associated with their request should they wish to pursue the formal process. Coordinator must be proficient in regulations effecting PRCI Tribal Members and their appeals/inquiries. Coordinator will open and prepare all appeal cases once requestor has satisfied TGC documentation requirements, notifying Investigators.
- Monitors the Gaming facility ensuring that the health, safety, and welfare of patrons and team members is achieved.
- Works well independently or in a group setting.
- Utilizes necessary systems and equipment to identify, record, and document suspicious or unusual activities occurring at the facility.
- Ability to develop a strong working knowledge of all rules and regulations of the Federal, State, and Tribal Regulations as well as the Casino's system of internal controls.
- Maintains basic working knowledge of State and Federal enforcement codes.

- Supports the departments goal to protect Tribal assets and gaming integrity, promoting factual, consistent, and thorough investigations.
- Must be able to read and interpret information from the on-line slot data system reports, accurately transferring information appropriately.
- Must have basic knowledge of criminal procedures and chain of custody evidence.
- Develops and participates in special projects and completes other duties as requested or assigned.
- Performs any reasonable request made by the Gaming Investigators.
- Must attend SAR, Title 31, and basic Sexual Harassment classes.

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.

EDUCATION and/or EXPERIENCE:

Two (2) years of college (or 60 college units) or technical school in the area of criminal law –**or-** two (2) years’ experience in law enforcement or regulatory agency in carrying out assigned duties. Or a combination of college and working experience (i.e. One (1) year of college with two (1) years of experience in law enforcement or regulatory agency). Three (3) years of casino or TGRA experience* may substitute college, law enforcement, or outside regulatory agency working experience (*may be required to provide annual evaluations).

AGE REQUIREMENT: Must be twenty-one (21) years old to apply

ETHICAL BEHAVIOR: Must Comply with conflict of interest policy set forth in TGC Regulations §11.0

Behaving honestly at all times. Treating persons in a humane manner regardless of the situation. Treating persons from all racial and ethnic backgrounds in a fair and equal manner. Refusing to accept or solicit gratuities. Properly handling the property belonging to others. Giving honest and accurate testimony before any board or court proceeding. Obeying the regulations, rules, controls, and department policies Must use fair and legal procedures when making decisions and writing infractions. Behaving politely and exhibiting good manners. Making an effort to be efficient in all efforts of Gaming Commission duties. Honoring confidential information and safeguarding personal identifying information. Respecting privileged communication. Properly caring for Gaming Commission, Casino, and public property. Being at your appointed place of duty at the appointed time, and honestly recording hours worked. Limiting your time away from work for personal needs.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret documents such as technical procedures or governmental regulations. Ability to respond to inquiries or complaints from guests, regulatory agencies or Team Members. Ability to write reports and correspondence. Ability to effectively present information and respond to questions from groups of managers, law enforcement agency personnel, customers, regulatory officials, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply commonsense reasoning to a variety of problems involving several concrete and abstract variables. Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Team Member is regularly required to talk and hear. The Team Member is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Team Member is occasionally required to reach with hands and arms, climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions:

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job.

The employee must occasionally lift or move 50 lbs. Specific vision abilities of the job included close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus. The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The Team Member is exposed to a smoke-filled environment when on the casino floor.

EXAMINATION:

- **Take and successfully pass a drug and alcohol test**
- **Successfully pass a suitability determination**
- **Must attend SAR, Title 31, and basic sexual harassment training within 6 months of hire.**

I attest and acknowledge I can perform all job duties as listed above. Furthermore, understand I must inform my supervisor should I become unable to perform any of the job duties as listed above.

Signature

Please Print Full Legal Name

Date: _____