

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2024-21**

OPEN TO IN-HOUSE & EXTERNAL APPLICANTS

POSITION:	Floor Compliance Investigator
OPENING DATE:	March 19, 2024
CLOSING DATE:	March 27, 2024
DEPARTMENT:	Tribal Gaming Regulatory Authority
SALARY RANGE:	NE9; \$28,839 - \$43,258

Position Summary:

Under general supervision of the Floor Compliance Supervisor and/or Floor Compliance Manager, ensures the Pueblo of Laguna's gaming enterprises operate in accordance with Tribal, State, and Federal gaming and casino operations guidelines. Consistently applies the Pueblo's Core Values supporting Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Monitors and evaluates gaming operations for regulatory compliance on a daily basis, maintains daily logs and prepares appropriate reports.
- Ensures gaming enterprise management, staff, and vendors are in adherence with policies, procedures, and tribal internal control standards.
- Provides comprehensive oral and written reports with recommendations to the department Supervisor, Executive Director, and/or Gaming Control Board regarding the non-compliance with any provisions of federal, state, tribal laws, regulations, or gaming enterprise policies and procedures.
- Checks logs within the casino establishments to ensure accuracy and compliance.
- Observes and reports illegal activities on the gaming facilities and operations. Ensures the highest degree of integrity is upheld by identifying and ensuring removal of individuals engaged in criminal activity.
- Ensures the security, health, and physical safety of guests and staff by reporting identified hazards.
- Observes key transactions, including cash and cash count control; gaming equipment inspections and equipment controls; and cards, dice, and chip control.
- Verifies/Certifies electronic gaming media and related equipment prior to installation.
- Tests machines and issues gaming machine licenses prior to release for play.
- Reviews game performance to ensure the game is within the scope of the manufacturer's specifications and Pueblo of Laguna gaming regulations.
- Assists with gaming investigations by collecting, interviewing, and reviewing physical/electronic evidence from the gaming enterprise or persons involved.
- Assists the Licensing staff by serving suspension notices or other notices to gaming licensees.
- Verifies and ensures the proper storage of gaming equipment and supplies.
- Assists in the handling and processing of all sensitive gaming related items.
- Contributes to a team effort and accomplishes related results as required.
- Consistently applies the Pueblo's Core Values to support Workforce Excellence.
- Performs other duties as required.

Minimum Qualifications:

High School Diploma or GED required. Four years of experience in experience in a casino, or gaming regulatory compliance monitoring, or law enforcement setting preferred. Fluency in the Laguna language preferred. FEMA/ICS 100, 200, 700, and 800 Certifications preferred. Must be obtained within six (6) months of hire.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Floor Compliance Investigator is designated as a High-Risk Public Trust (HRT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other – Gaming License Suitability	X

Knowledge, Abilities, Skills, and Certifications:

- Knowledge of applicable federal, state, and Laguna gaming regulations and Codes.
- Knowledge of internal and external gaming machines hardware and software functions.
- Knowledge of records management and basic accounting procedures.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out duties.
- Ability to communicate effectively both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to listen to the concerns of employees and patrons and provide feedback to confidential issues or provide assistance as needed.
- Ability to maintain confidentiality; exercise self-responsibility and accountability.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with contractors, employees, and patrons.
- Ability to handle multiple tasks and meet deadlines; to make solid decisions and exercise independent judgment.
- Ability to follow oral and written instructions.
- Ability to define problems, collect data, and establish facts and draw valid conclusions.
- Ability to read, analyze, and interpret complicated documents, such as technical journals, financial reports, and legal documents. This includes, but not limited to, LGCB/TGRA policies and procedures, IGRA, Pueblo of Laguna Gaming Code, State/Tribal Gaming Compact, MICS, TICS and gaming enterprise policies and procedures.
- Skill in computer use including Microsoft® Word, Excel, Access, Outlook, and software unique to program.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to polemployment@pol-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Whitney Roughsurface, at (505) 552-5784 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES