COQUILLE INDIAN TRIBE

Job Title: **Gaming/IT Inspector**
Department: Gaming Commission
Reports to: Gaming Commissioner
FLSA Status: Non-Exempt
Hiring Range: $27.89 - $39.04
Location: North Bend, Oregon

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

The Gaming/IT Inspector processes applicant background investigations, conducts card and dice canceling, and observes the inspection of gaming equipment. The position observes, monitors, and detects any deviations or irregularities in the destruction, removal, or installation of any new gaming device, equipment, tools, software, and hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Conducts thorough Class III applicant background investigations for submission and approval to the Gaming Commission in compliance with the National Indian Gaming Commission (NIGC).
2. Regulates and monitors Class II and Class III Gaming.
3. Collaborates with Surveillance and Table Game departments for testing of table games dealers; ensures compliance with house policy and procedures and effective game security.
4. Coordinates with Slots department for reception and removal of electronic gaming machines (EGMs); verifies and distributes controlled software; monitors Slot personnel when accessing logic compartments.
5. Tracks each occurrence of remote access taking place throughout the year; performs annual IT Remote Access Audit.
6. Audits termed and transferred employees to ensure accounts and access are turned off.
7. Conducts biannual Oregon Liquor Control Commission (OLCC) audit to ensure current OLCC permits and Food Handler certifications.
8. Audits data backup, network security, secure keys, and gaming machines pay back percentage.
9. Cancels cards and dice daily, following all applicable rules and regulations while reporting any irregularities immediately to the direct Supervisor.
10. Builds programs and documents to streamline paperwork and tracking.
11. Verifies all incoming gaming application software for servers and EGMs, and logs verification signatures.
12. Creates and maintains software database and destruction logs for outdated/electronic data and broken or obsolete erasable programmable read-only memory (EPROMs).
13. Provides L1 support for the Gaming Commission department.
14. Recommends computer equipment for the Gaming Commission.
15. Supports and maintains the Crossmatch/Livescan fingerprint system.

16. Supports Law Enforcement Data System (LEDS).
17. Works with slot vendors on ad-hoc software related issues.
18. Observes casino activities and reports any potential problems and/or suspicious activities and/or irregular circumstances to the Gaming Commission. Ensures adherence to all policies, procedures, regulations, and internal controls.
19. Complies with all applicable statutory and regulatory duties imposed upon the Gaming Inspectors.
20. Abides by Gaming Commission strict confidentiality rules and regulations while on or off duty.
21. Cross trains with other Gaming Inspectors to fill in their position when unavailable.
22. Assists with reviewing work of assigned staff.
23. Will be required to travel to Ko-Kwel Casino Resort/Medford on a regular basis.
24. All other duties assigned.

The above statements reflect general duties considered necessary to describe the principal functions of the Gaming/IT Inspector but shall not be considered as a detailed description of all the work requirements that may be inherent in the day-to-day duties of this position. Duties may vary from the above description as prescribed by the needs of the Gaming Commission.

PHYSICAL REQUIREMENTS

Requires the ability to communicate verbally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, stooping, kneeling, crouching, or crawling, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking. Work is generally performed in an office setting and occasionally outdoors. Work involves occasional exposure to excessive noise, high risk/dangerous situations, dust, fumes, and allergens. Work may take place near moving equipment/machinery. Will be required to travel by automobile, commercial or private carrier. Local, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities.

1. Excellent verbal and written communication skills with strengths in a team environment and cooperative problem solving.
2. Working knowledge of Casino operations, departmental procedures, and all applicable gaming regulations.
3. Be able to work independently, possess excellent oral and written habits and demonstrate initiative and motivation.
4. Gather technical data and create appropriate reports.
5. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
6. Ability to function in an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
7. Ability to maintain professionalism, confidentiality, and objectivity under pressure.
8. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
9. Ability to read and understand complex documents and manuals, as well as the ability to write similar documents for use by others.

REQUIRED QUALIFICATIONS

1. High School Diploma or GED.
2. Must be at least 21 years of age.
3. Two (2) years of professional experience working in an IT helpdesk environment.
4. Experience in building and maintaining Websites.
5. Experience in creating online fillable forms, applications and ticketing systems.
6. Must obtain Gaming Commission Certification I, II, III.
7. Must be comfortable quickly learning, operating and troubleshooting moderately complex software and hardware.
8. Must possess excellent verbal and written skills and habits.
9. Must be skilled in prioritizing responsibilities and completing assignments in a timely manner while working independently.
10. Must be available to occasionally work flexible shifts that may include nights, weekends, and holidays.
11. Demonstrated proficiency using Microsoft 365 applications, including Microsoft Teams, OneDrive, SharePoint, file management, and other business software.
12. Must consistently demonstrate the highest degree of integrity, honesty and dependability.
13. Current Oregon driver's License in good standing with no insurability issues as determined by the Tribe's insurance carrier is required.

PREFERRED QUALIFICATIONS

1. Gaming Experience and/or Slot Experience.
2. Background and knowledge of electronic gaming machines and table games, including rules and cheating techniques.
3. Experience in conducting background checks.
4. Knowledge of NIGC, State, Internal Controls, and Commission or Casino Policy & Procedures as they apply to Indian gaming facilities, specifically The Ko-Kwel Casino Resort/Coos Bay and Medford.