

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

GAMING OPERATIONS SUPERVISOR

POSITION CODE: 17181
Effective: 5/1/2015

CLASS OVERVIEW:

The statutory authority, the methods of investigation and regulation enforcement, and the education, training and experience required of this class provide the foundation for these positions. However, options have been established within this class to describe areas of specialization. These options distinguish between a Gaming Operations Supervisor employed in the Investigations Division of the Illinois Gaming Board from a Gaming Operations Supervisor employed in the Enforcement Division of the Illinois Gaming Board.

At this level of administration, for both options, a strong emphasis is placed on a) the management of multiple case operations and outcomes; b) the oversight of staff through subordinate supervisors; and c) the advisement of subordinates and administrative staff of a range of issues, e.g., efficacy of procedures, systemic problems, time management, significant relevant legal events.

DISTINGUISHING FEATURES OF WORK:

Subject to administrative approval, manages through subordinate supervisors the activities of agents that conduct investigations and inspections of riverboat and video gaming licensees and their activity or the activities of agents that conduct regulatory background investigations of persons and business entities seeking to become licensed or affiliated with gaming operations; assigns the work and supervises the operations in which the investigative staff are involved. Coordinates the activities of teams of agents stationed in various locations through the state. Serves as a working supervisor. Exercising all the rights and powers of a peace officer, investigates gaming activity and performs other duties to enforce the laws of the Riverboat Gambling Act, the Video Gaming Act, the rules and regulations administered by the Illinois Gaming Board, and the Illinois Criminal Code. Conducts complex investigations of major incidents and advises subordinate staff on controversial issues; advises gaming management personnel on matters of compliance to resolve issues or determine disciplinary action. Coordinates investigative activities and information exchange with other law enforcement, regulatory, or compliance authorities. Recommends changes to and implements policies and procedures for the division. Conducts and participates in training programs. Reviews staff investigative case reports to verify adherence to procedural and legal standards, collects information and intelligence and provides comprehensive technical reports to supervisor. Travels as needed to perform the work required.

GAMING OPERATIONS SUPERVISOR (continued)

OPTION A: Investigations

Investigations option positions are characterized by a concentration in the conduct of suitability background investigations of applicants for Owners Licenses, Suppliers Licenses, Key Persons designations, Occupational Licenses, and all levels of video gaming licenses. Investigations positions examine an applicant's business practices, financial history, financial stability, education history, employment history and criminal, civil and administrative litigation history. Investigations agents provide consultation and partner with Enforcement agents on longer term regulatory and criminal law violations of the Illinois Riverboat Gambling Act, the Video Gaming Act, the Illinois Criminal Code as well as federal law. Board personnel also interact and collaborate with law enforcement personnel in the Illinois State Police, Illinois municipalities, federal agencies and foreign jurisdictions. Out of state travel is required to conduct the investigations, exchange information and meet with other jurisdictional authorities. Investigations responsibilities extend to alleged violations of the Riverboat Gambling Act, the Video Gaming Act, Illinois Gaming Board Adopted Rules and Owner Licensees' Internal Control Systems.

OPTION B: Enforcement

Enforcement option positions are characterized by a focus on the physical presence of agents in docksite (riverboat casino gambling) and video gaming locations throughout Illinois during all hours of operation in the gaming day. The Enforcement Division is responsible for the on-site enforcement of all regulations related to currently licensed gambling establishments' activities such as cash drops, chip inventories, placement of surveillance equipment, payoff percentages of electronic gaming devices, underage gambling and filing of federally required cash transaction reports. Agents investigate alleged thefts, embezzlement, money laundering, structuring, cheating and illegal modifications of any gaming device. Enforcement agents also inspect currently licensed locations or locations under consideration for licensure and install video gaming terminals and/or other ancillary equipment including software upgrades in the implementation and operation of video gaming equipment throughout the state. The presence of the agents and their powers of arrest are intended to provide a safe and secure environment for gaming patrons and personnel.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Through subordinate supervisors, plans, assigns and reviews the activities of assigned staff who investigate the backgrounds of individuals and business entities associated with – or seeking to be associated with – the gambling industry, monitor the day-to-day function and activities of gaming owners, suppliers, manufacturers, distributors, personnel, and patrons, enforce the laws intended to regulate casino gambling and video machine gambling, and investigate alleged incidents of violations of state or federal laws; provides oversight of agent activities and manages the overall coordination of operations in various locations throughout the state.
2. Serves as working supervisor; assigns and reviews work, provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations; monitors the implementation of shift schedules and agent presence on shifts.

GAMING OPERATIONS SUPERVISOR (continued)

3. Exercising the rights and powers of a peace officer, conducts detailed and complex investigations of persons and companies involved in gaming-related activities to determine compliance with the provisions of the Riverboat Gambling Act, the Video Gaming Act, and the rules and regulations administered by the Illinois Gaming Board; interviews gaming management, licensees, applicants, witnesses and complainants and interrogates suspects; conducts surveillance; collects, analyzes and documents findings. Travels as necessary to perform the work required.
4. Conducts background investigations and investigations of major incidents of a confidential or sensitive nature; coordinates the efforts of subordinate staff involved in these investigations; attends and conducts formal and informal conferences with gaming establishment management personnel, vendors, complainants and other persons involved in gaming-related matters; accompanies subordinate supervisors to unannounced compliance reviews to gauge the ability of riverboat casino establishments and video gaming establishments to implement and maintain internal control systems.
5. Serves as liaison for the Illinois Gaming Board with state, local, and federal officials; testifies as a witness at civil, criminal, and administrative hearings; coordinates investigative activities and information exchanges with other law enforcement, regulatory, or compliance authorities in accordance with board policies and procedures according to agency policies; assists other jurisdictions in their investigations.
6. Meets and confers with subordinate supervisors to discuss major incidents including, but not limited to, major fluctuations in normal live games win percentages and variances between slot information printouts and weigh and wrap results, to determine cause of errors or discrepancies, and determine resolution; Meets and confers with subordinate supervisors to discuss the development or progress of background investigations; reviews and evaluates investigative cases submitted by staff for quality control; documents and discusses issues or concerns with subordinate staff.
7. Develops and implements operating policies and procedures for the division to enhance operations and strengthen authority and controls; recommends new policies and procedures; interprets for staff any changes to policies, programs, legislation, court rulings or procedures.
8. Learns and stays current on gaming regulations, statutes, internal directives, investigatory techniques; develops training curriculum; participates in and conducts in-service training courses; monitors subordinate attendance at mandatory in-service training courses; travels as needed to perform the work required.

GAMING OPERATIONS SUPERVISOR (continued)

9. Compiles research and prepares comprehensive reports on the variety of activities of enforcement agents which include, but are not limited to, investigative activities, time analysis and operations management; reviews, approves and disseminates all reports and memoranda generated by subordinate personnel to be issued to the division deputy administrator.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to four years of college, preferably with courses in law enforcement, criminal justice, pre-law, business administration or a related field.

Requires current certification as a sworn peace officer.

Requires five years of progressively responsible professional experience as a sworn peace officer in criminal or regulatory law enforcement or investigations.

Requires an additional three years of professional sworn officer supervisory experience in a law enforcement unit.

At the time of hire, applicants must satisfy these conditions*:

- a) have graduated from an approved state police academy program;
- b) possess sufficient physical fitness to pass the Peace Officer Wellness Evaluation Report test, or *POWER test*, and
- c) have passed an approved firearms qualification course.

* These standards have been set forth in the Illinois Police Training Act (50 ILCS 705/) and the Peace Officer Firearms Training Act (50 ILCS 710/). These standards have been authorized and approved and by the Illinois Law Enforcement Training & Standards Board and the Illinois State Police Merit Board. More detailed information on testing and methods of verification may be found by contacting those state agencies or the Illinois Gaming Board.

Knowledges, Skills and Abilities

Requires extensive knowledge of law enforcement investigatory concepts and techniques.

Requires extensive knowledge of laws, regulations and pertinent criminal statutes.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems, policies and procedures.

Requires extensive knowledge of staff utilization and employee motivation.

Requires ability to perform shift work including weekends and holidays.

Employees will be required to periodically demonstrate continuing physical proficiency as defined by departmental policies sufficient to carry out the duties of the classification.

Employees will be required to periodically qualify with appropriate firearms as defined by departmental policy and applicable law including skill and in the use, care and safety of such weapons.

Employees will be required to periodically complete continued professional training as required by law or policies and procedures.

GAMING OPERATIONS SUPERVISOR (continued)

Requires ability to develop and maintain cooperative working relationships.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to develop and maintain cooperative working relationships.

Requires possession of an appropriate valid driver's license and ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.