

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

GAMING UNIT SUPERVISOR

POSITION CODE: 17201  
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 Unit Supervisor employed in the Investigations Division of the Illinois Gaming Board from a Gaming Unit Supervisor employed in the Enforcement Division of the Illinois Gaming Board.

DISTINGUISHING FEATURES OF WORK:

Under administrative direction serves as a working supervisor to an assigned staff of gaming agents that conduct background suitability investigations, investigations of alleged violations and on-site enforcement at gaming locations in Illinois regulated by the Riverboat Gambling Act, the Video Gaming Act, rules administered by the Illinois Gaming Board, and the Illinois Criminal Code. Exercising all the rights and powers of a peace officer, conducts investigations of a controversial or complex nature as assigned by the operations supervisor. May participate in or direct police actions. Meets with gaming management personnel on all pertinent compliance matters. Coordinates investigative activities and exchanges of information with other law enforcement, regulatory, or compliance authorities in accordance with agency policies. Recommends changes to and implements policies and procedures for the division. May develop training curriculum, conduct in-service training for current staff and new agents and/or monitor mandatory training. Reviews investigative case reports, collects information and intelligence and prepares comprehensive technical reports for administrative staff. Travels as needed to perform the work required.

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.

## GAMING UNIT SUPERVISOR (continued)

## 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. Plans, assigns and reviews the activities of assigned staff that investigates riverboat casinos and video gaming licensees (including the facilities, offices, equipment and records) as well as the patrons, owners, employees and business entities with whom the licensees are associated; provides oversight of agent activities; with input from the operations supervisor and shift supervisors, develops the strategy and approach to be used in obtaining evidence, collecting intelligence, interviewing witnesses, interrogating suspects and executing police actions.
2. Plans, assigns and reviews the activities of staff that conduct suitability background investigations on applicants for riverboat and video gaming licenses, including, but not limited to Owners Licenses, Suppliers Licenses, Key Person designations, Occupational Licenses and all levels of video gaming licenses; reviews license applications and renewal applications, determines agent assignment; notifies administrative staff of assignments according to scheduling deadlines; monitors day-to-day developments in cases and agent activities; plans and adjusts the strategies to be used by investigators in obtaining evidence, collecting intelligence, interviewing witnesses, interrogating suspects and executing police actions; authorizes police actions to be taken by agents including obtaining or executing warrants, searches, seizures, covert surveillance, raids, and arrests.
3. Serves as a 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.

## GAMING UNIT SUPERVISOR (continued)

4. Exercising the rights and powers of a peace officer, conducts detailed and complex criminal, regulatory, administrative and background investigations of persons and business entities (both potential and current licensees) involved in – or seeking to become 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. Conducts or coordinates special investigations as requested; identifies sources of information; collects, analyzes and documents the information obtained; interviews gaming management, licensees, applicants, witnesses and complainants; interrogates suspects; may participate in or direct police actions such as the issuance of warrants, searches, seizures, covert surveillance, raids, and arrests. Travels as necessary to perform the work required.
5. Coordinates investigations that are deemed to be of a sensitive or confidential nature; provides guidance and direction to subordinate staff in resolving complex or unusual issues; coordinates investigative activities with other law enforcement, regulatory, or compliance authorities; may conduct investigations as a team member or independently; may serve as a field supervisor or lead agent to a team of law enforcement personnel.
6. Coordinates and reviews travel plans and arrangements to ensure compliance with regulations and the most efficient and effective use of time and expenses; implements and evaluates policies and procedures to enhance operations and strengthen authority and controls; coordinates plans of action, objectives and investigative steps for both individual cases as well as the collective management of several cases; provides advice and assistance for staff explaining legislation, criminal investigative techniques and procedures, precedent court decisions concerning admissibility of evidence, constitutional rights, search and seizure and related issues.
7. Reviews and evaluates investigative reports submitted by staff to verify adherence to procedural and legal standards, technical adequacy and soundness of conclusions; documents and discusses issues or concerns with subordinate staff; finalizes and submits case reports and prepares special comprehensive reports on investigative activities and aspects of case management for administrative staff, which include, but are not limited to, investigative activities, case management and time and schedule analysis; reviews, approves and disseminates all reports and memoranda generated by subordinate personnel.
8. 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, exchanges of information and assists other law enforcement, regulatory, or compliance authorities with their investigations in accordance with agency policies.

## GAMING UNIT SUPERVISOR (continued)

9. Learns and stays current on gaming regulations, statutes, internal directives, investigatory techniques; assists the deputy administrator to identify and introduce relevant and useful new techniques, strategies and protocols; attends and completes training programs; participates in and evaluates ongoing training programs for staff (i.e., annual firearms qualifications, physical fitness assessments, annual or periodic courses on investigative techniques).
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 four years of progressively responsible professional experience as a sworn peace officer in criminal and regulatory law enforcement investigations.

Requires an additional one year of 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.

Employees will be required to periodically demonstrate continuing physical proficiency as defined by departmental policy 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 in the use, care, and safety of such weapons.

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

## GAMING UNIT SUPERVISOR (continued)

Requires ability to perform shift work including weekends and holidays.

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.