



Muscogee (Creek) Nation
Human Resource Management Services

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 01/11/2019	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: REGULATORY AGENT			
Pay Grade SG 9	Salary Range \$28,308-36,940	Classification Full Time	
Department: COMPLIANCE NORTH	Location: Tulsa	Location Code: 33C	FT/PT 1-Full Time

COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:	The Regulatory Compliance Agent will be assigned by their Supervisor a location to office out of, and their shift and days off. The shift time and days off may be altered by the Supervisor when there is a need, and they are subject to call in when needed (cell phones are provided). Agents will have to be available for all audits performed on the casino and shift times may be altered to accommodate the auditors. They will watch day to day activities to insure proper compliance within the MICS, TICS, SICS, the state compact and our Tribal Ordinances.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Physical monitoring of licensed facilities for compliance of the MICS, TICS, SICS, Tribal Ordinances, and State Compact. 2. Conducts audits, observe the facility for Health and Safety issues. 3. Serve as a resource for casino departments in addressing compliance and Regulatory based on our Tribal Internal Controls and Tribal Law issues to ensure full compliance with all Operational Internal Controls. 4. Perform compliance checks and summarize findings in a clear and concise written report and pass the information to their Supervisor. 5. Break logic seals on Electronic Games as needed to assist Operations maintain Gaming Machine integrity. 6. Monitor promotions and prize give-a-ways and insure all promotion rules are followed. 7. Must be able to work irregular hours and extended shifts including late nights, early mornings, weekends and holidays. Including changes to work locations and changes to weekends and shift hours. 8. Perform other duties as assigned by Management.
Minimum Requirements:	<ol style="list-style-type: none"> 1. High School diploma or GED equivalency and at least one year Gaming Commission experience. 2. High School diploma or GED equivalency and at least two years' work experience in gaming. 3. High School diploma or GED with a Certificate in Gaming from the College of Muscogee Nation 4. Associates Degree in Gaming. 5. Bachelors Degree.



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	6. Office skills, ability to use standard office equipment and computers. 7. Ability to promptly respond to daily needs for Operations, Customers and OPG Management in a professional manner. 8. Ability to read, write and interpret detailed, concise and accurate documents, such as reports, policies, procedures and correspondence. 9. Ability to maintain organization, meet deadlines and possess integrity and discretion in handling confidential information.
Preferred Requirements:	1. Associates Degree or higher degree. 2. Three years Gaming Commission Experience. 3. Three years in operations at the Management level or in Casino Compliance. 4. Extensive knowledge of Computers and Microsoft programs. 5. Good working knowledge of Card Games and Table Games. 6. Experience in food handling and safety in the workplace.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	Muscogee (Creek) Nation Gaming License

Competencies:

- Customer Service:** Responds promptly to customer needs.
- Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control.
- Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Participates in meetings.
- Written Communication:** Writes clearly and informatively; Able to read and interpret written information.
- Teamwork:** Balances team and individual responsibilities.
- Visionary Leadership:** Inspires respect and trust.
- Ethics:** Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support:** Follows policies and procedures; Supports organization's goals and values.
- Quality:** Demonstrates accuracy and thoroughness.
- Quantity:** Completes work in timely manner.
- Safety and Security:** Observes safety and security procedures.
- Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction.

Physical Demands:



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While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move: Up to 50 lbs. Up to 100 lbs. Over 100 lbs.
Physical Exam Required

Work Environment:

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

While performing the duties of this Job, the employee is regularly exposed:

- Fumes or airborne particles Outside weather conditions Toxic or caustic chemicals
 Risk of electrical shock Vibration Loud Noise

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.