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 04/13/2016	Employee Requisition Number ER-16138	JOB OPPORTUNITY	
Title/Position: **REGULATORY AGENT** 2 POSITIONS			
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 (RCA) will be assigned and responsible for a home casino. If more than on agent is assigned to a particular casino the responsibility may be split by shift or assigned duties by the Supervisor. In the smaller casinos where there is only one RCA assigned, they will be required to work different hours when needed to cover the early morning activities and the late evening activities. They will have to be available for all audits performed on the casino. They will watch day to day activities and work with Surveillance to insure proper compliance.
Principal Duties and Responsibilities:	1. Physical monitoring of licensed facilities for compliance of the TICS, SICS, Ordinances, and State Compact. 2. Conducts audits, observe the facility for Health and Safety issues. 3. Maintain a working knowledge of relevant industry issues and regulations that might affect the organization's policies and procedures, Internal Controls or Tribal Minimum Internal Control Standards. 4. Serve as a resource for casino departments in addressing compliance and regulatory issues. 5. Provide ongoing compliance reporting to Compliance management. 6. Perform compliance checks and summarize findings in a clear and concise written report. 7. Maintain accurate, detailed records of Internal Control activity. 8. Ensure full compliance with departmental Internal Controls, policies, procedures and regulations. 9. Break logic seals on Electronic Games as needed to assist Operations maintain Gaming Machine integrity. 10. Monitor promotions and prize give-a-ways and insure all promotion rules are followed. 11. Perform other duties as assigned.
Minimum Requirements:	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'

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

	work experience in gaming. 3. Thorough knowledge and comprehension of all relevant policy, law and regulation. 4. Office skills, ability to use standard office equipment and computer proficiency in Microsoft Word, Outlook, Excel, Internet and Power Point. 5. Ability to define problems, collect data, establish facts, draw valid conclusions and devise effective solutions. 6. Ability to promptly respond to common inquiries, complaints or requests from various internal and external parties in a professional manner. 7. Ability to read, write and interpret detailed, concise and accurate documents, such as reports, policies, procedures and correspondence. 8. Ability to maintain organization, meet deadlines and possess integrity and discretion in handling confidential information. 9. Ability to work irregular hours and extended shifts including late nights, early mornings, weekends and holidays.
Preferred Requirements:	1. Associates Degree and one (1) year work experience in gaming. 2. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. 3. Ability to solve practical problems and deal with stress effectively.
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.

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

Dependability: Follows instructions, responds to management direction.

Physical Demands:
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.