



Pennsylvania
Gaming Control Board



CLASSIFICATION SYSTEM

Updated March 2024

TABLE OF CONTENTS
Click on a position to go directly to that classification.

EXECUTIVE OFFICES	1
EXECUTIVE DIRECTOR	2
SPECIAL COUNSEL TO THE EXECUTIVE DIRECTOR/DIRECTOR OF DIVERSITY	4
SENIOR DIVERSITY COMPLIANCE EXAMINER	7
DIVERSITY COMPLIANCE EXAMINER	10
DIVERSITY ANALYST	12
DIRECTOR OF SPORTS WAGERING OPERATIONS	14
SPORTS WAGERING OPERATIONS SUPERVISOR	18
DIRECTOR OF DATA ANALYTICS	24
BOARD SECRETARY	29
OFFICE OF CHIEF COUNSEL	31
CHIEF COUNSEL, PGCB	32
DEPUTY CHIEF COUNSEL	37
SENIOR COUNSEL	39
ASSISTANT CHIEF COUNSEL 3	41
ASSISTANT CHIEF COUNSEL 2	43
ASSISTANT CHIEF COUNSEL 1	45
LEGISLATIVE LIAISON	46
LEGISLATIVE ASSISTANT	48
RECORDS MANAGER	50
PARALEGAL	54
LAW CLERK	56
LEGAL INTERN	58
OFFICE OF HEARINGS AND APPEALS	60
DIRECTOR OF HEARINGS AND APPEALS	61
HEARING OFFICER	63
CLERK TO THE OFFICE OF HEARINGS AND APPEALS	65
BUREAU OF ADMINISTRATION	67
ADMINISTRATIVE DIRECTOR	68
DIRECTOR OF CYBER SECURITY	71
DIRECTOR OF COMMUNICATIONS	75
DEPUTY DIRECTOR OF COMMUNICATIONS	77
COMMUNICATIONS SPECIALIST	79

DIRECTOR OF FINANCIAL MANAGEMENT	82
BUDGET ANALYST	84
DIRECTOR OF HUMAN RESOURCES	87
HUMAN RESOURCE SPECIALIST	92
HUMAN RESOURCE ANALYST	94
PROCUREMENT AND PROPERTY MANAGER.....	96
PROCUREMENT SPECIALIST.....	102
TRAVEL MANAGER.....	104
DIRECTOR OF INFORMATION TECHNOLOGY	106
INFORMATION TECHNOLOGY OPERATIONS SPECIALIST	109
APPLICATIONS DEVELOPER.....	114
INFORMATION TECHNOLOGY GENERALIST	119
DIRECTOR OF GAMING LABORATORY OPERATIONS.....	124
GAMING LABORATORY MANAGER	127
ELECTRONICS ENGINEER	132
STATISTICIAN	134
DIRECTOR OF COMPULSIVE AND PROBLEM GAMBLING	136
PROGRAM ANALYST	138
BUREAU OF GAMING OPERATIONS.....	140
DIRECTOR OF GAMING OPERATIONS.....	141
DIRECTOR OF IGAMING COMPLIANCE OPERATIONS.....	147
GAMING OPERATIONS LIAISON.....	152
AUDIT MANAGER	154
SENIOR AUDITOR	156
AUDITOR	160
COMPLIANCE MANAGER.....	163
COMPLIANCE EXAMINER.....	165
BUREAU OF CASINO COMPLIANCE.....	168
DIRECTOR OF CASINO COMPLIANCE.....	169
CASINO COMPLIANCE SENIOR SUPERVISOR	174
CASINO COMPLIANCE SUPERVISOR.....	178
CASINO COMPLIANCE REPRESENTATIVE	182
TECHNICAL FIELD REPRESENTATIVE	187
BUREAU OF LICENSING	191
DIRECTOR OF LICENSING	192
LICENSING MANAGER	197

LICENSING ANALYST, ENTERPRISE LICENSING UNIT	199
LICENSING ANALYST	201
LICENSING TECHNICIAN.....	203
BUREAU OF INVESTIGATIONS AND ENFORCEMENT	205
DIRECTOR OF INVESTIGATIONS AND ENFORCEMENT	206
DEPUTY DIRECTOR, INVESTIGATIONS AND ENFORCEMENT.....	211
INVESTIGATOR SUPERVISOR.....	216
INVESTIGATOR	220
INVESTIGATIVE ANALYST SUPERVISOR	224
INVESTIGATIVE ANALYST.....	228
SPECIALIZED UNIT MANAGER.....	231
SPECIALIZED SECTION SUPERVISOR.....	236
SPECIALIZED INVESTIGATOR	240
FINANCIAL INVESTIGATIONS SUPERVISOR	243
FORENSIC ACCOUNTANT.....	246
OFFICE OF CHIEF ENFORCEMENT COUNSEL.....	249
CHIEF ENFORCEMENT COUNSEL.....	250
DEPUTY CHIEF ENFORCEMENT COUNSEL	253
SENIOR ENFORCEMENT COUNSEL	255
ASSISTANT ENFORCEMENT COUNSEL 3.....	257
ASSISTANT ENFORCEMENT COUNSEL 2.....	259
ASSISTANT ENFORCEMENT COUNSEL 1.....	261
LAW CLERK	263
ADMINISTRATIVE STAFF	265
EXECUTIVE ASSISTANT.....	266
EXECUTIVE SECRETARY	269
ADMINISTRATIVE ASSISTANT	272
PAY SCHEDULES	274
PGCB MANAGEMENT PAY SCHEDULE	274
UNION PAY SCHEDULE – PAY SCALE TYPE ST	274



[**BACK TO THE TABLE OF CONTENTS**](#)

EXECUTIVE OFFICES



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: EXECUTIVE DIRECTOR
JOB CODE: C7009

CLASS SUMMARY/DEFINITION:

The Executive Director is the Chief Executive Officer and is responsible for planning, directing, executing, and coordinating all activities relating to the regulation of gaming in Pennsylvania. Work involves assuming the leadership in the development and direction of the operations of the Pennsylvania Gaming Control Board (PGCB or Board). The Executive Director is also responsible for establishing and maintaining effective working relationships with other state agencies and legislative bodies. In addition, the Executive Director is responsible for developing procedures for the day to day administration and management of the agency to achieve stated objectives and priorities.

This position reports to the Board which oversees the agency's operations. Work is performed with a high degree of independent judgment within the framework of policies and regulations established by the Board and Act 71, as amended.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Coordinates Board activities and requirements with the staff, legal counsel and representatives of the industry; receives, processes, and formulates responses for documents filed for action before the Board, such as, disciplinary complaints, emergency orders, work permit appeals, and amendment or repeal of regulations.

Attends and participates in all Board meetings; formulates correspondence to all gaming license applicants, licensees, and other concerned parties reflecting the official action by the Board and formulates a disposition of action taken for dissemination to law enforcement agencies.

Directs the general content and emphasis of policy recommendations for the Board.

Directs the preparation of and reviews drafts of proposed rules, policies, and regulations.

Speaks to interested individuals, groups and the public to explain organizational goals and engender support for the programs of the Board.

Performs the full range of supervisory duties.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Ten years of related gaming experience and; eight years of supervisory experience; and a professional degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SPECIAL COUNSEL TO THE EXECUTIVE DIRECTOR/DIRECTOR OF DIVERSITY

JOB CODE: C7122

CLASS SUMMARY/DEFINITION:

The Special Counsel is responsible for providing legal advice that includes all aspects of analysis, and review pertaining to various legal matters involving Gaming in the Commonwealth. Special Counsel provides support involving discrete legal issues by advising the Executive Director, outlining undertakings and structuring remedies concerning pertinent issues. This position handles a multitude of responsibilities in a manner that allows for minimum negative exposure and liability. The Special Counsel is accountable for timely and proper fulfillment of all tasks entrusted by the Executive Director. This position reports directly to the Executive Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as the agency's contact/liaison for matters involving the Office of Budget, Office of Comptroller Operations, and Office of the Auditor General, the Office of Administration, the Department of General Services and other state agencies. Work with Directors and agency staff compiling and coordinating requests for information and documentation pertaining to agency activities.

Conducts legal research utilizing various resources and selecting relevant material needed to analyze gaming related matters in other jurisdictions.

Analyzes and researches the implication of proposed legislation that may affect the operations of the agency.

Serves as the agency's Continuity of Operations Officer, responsible for preparation and maintenance of the PGCB's Continuity of Operations Plan and its associated duties.

Serves as the agency's Contract Compliance Officer ensuring that the PGCB's contracts for goods and services, Local Law Enforcement Grant Program awards, and leases comply with the Commonwealth's procurement mandates.

Assists and support administrative staff and other personnel in executing agency related tasks and responsibilities.

DIRECTOR OF DIVERSITY

CLASS SUMMARY/DEFINITION:

The Director of Diversity performs a variety of specific duties. This individual is responsible for guiding efforts to oversee and promote diversity in all aspects of gaming in the Commonwealth as required by the Gaming Act. Specific duties require that the Director work closely with all entities licensed by the Pennsylvania Gaming Control Board (PGCB or Board)

to encourage inclusiveness as they recruit, hire, train, and promote employees. The Director is also required to monitor and track expenditures by the licensed facilities. The tracking of employment related matters and expenditures by the bodies licensed by the PGCB ensure compliance with the Gaming Act and the agency's Diversity Regulations. This position reports directly to the Executive Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Responsible for reviewing quarterly diversity reports from the casinos, manufacturers, suppliers, and other gaming service providers to measure and quantify programs involving recruitment, hiring, retention, training and promotion of employees. These reports are also reviewed to assess the entity's performance in the areas of expenditures with minority, women, disadvantaged, and local businesses.

Responsible for monitoring and tracking labor hiring practices at the casinos to ensure that each facility promotes a diverse work force, minority participation and the appointment of personnel from surrounding geographical areas. Additionally, this position is responsible for providing regulatory oversight to make sure that the casinos engage in the creation of quality living wage jobs for the residents of the Commonwealth.

Reviews and responds to inquiries from casino staff and counsel regarding applicable laws, PGCB diversity regulations, Statements of Conditions of Licensure, and policy considerations.

Monitors and tracks employee turnover rates at the facilities for disparities.

Reviews "Reports of Participation" for compliance with the PGCB's Diversity Regulations which are required to be submitted to the agency by casinos prior to each license renewal.

Responsible for providing regulatory oversight to substantiate that each casino provides the PGCB with an updated Diversity Plan annually. Accountable for reviewing the updated Plan for appropriate implementation processes and compliance with the Gaming Act. In charge of maintaining updated diversity related data for the casinos in the Diversity section of the PGCB's website.

Responds to inquiries from the public regarding employment opportunities at the casinos.

Monitors and tracks the casinos community outreach efforts, sponsorships, and donations to charitable causes.

Meets with officials from small and disadvantaged business entities to provide information regarding economic/financial opportunities with the casinos and assistance in coordinating contact with the appropriate casino personnel.

Responsible for the preparation of the PGCB's Annual Diversity Report as required by the Gaming Act. The Report summarizing the diversity related activities of each casino for the preceding year is submitted to the General Assembly for review.

Participates in onsite visits to the casinos to ensure compliance with the diversity requirements set forth in the Gaming Act and the PGCB's Diversity Regulations.

Attends job fairs, vendor fairs, and community outreach programs sponsored by the casinos as well as attendance at diversity committee meetings held by the casinos.

Serves as a public speaker at various presentations/settings sponsored by legislators, other state agencies, various chambers of commerce, casinos and nonprofit organizations.

Provides overall direction and guidance to the Office of Diversity's analyst(s) and examiner(s).

Serves as a member of the PGCB's Personnel Committee.

This position is also responsible for engaging in activities similar to those referenced above at the PGCB in order to monitor the agency's compliance with its diversity goals and objectives.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Ten years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania; and

Prior service as a director or supervising counsel in the legal office of a large state or local agency or as a director or supervising counsel in an agency with a large and active legal office characterized by high impact legal problems;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Must possess advanced PC skills and sound knowledge of the MS Office package; MS Word, Excel, Outlook, and PowerPoint;

Strong analytical and interpersonal skills;

Ability to interpret and apply policies and procedures;

Ability to communicate verbally and in writing in the English language;

Ability to follow verbal and written instructions;

Excellent capacity to communicate with people having different backgrounds and positions, as well as with local and national authorities; and

Job requires travel outside of the typical office environment.

Management Pay Structure: GM10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SENIOR DIVERSITY COMPLIANCE EXAMINER
JOB CODE: C7125

CLASS SUMMARY/DEFINITION:

The Senior Diversity Compliance Examiner performs a variety of specific duties designed to measure and evaluate the effectiveness of the procurement related activities/operations (i.e. construction and non-construction gaming service providers) of the Slot Machine Licensees to ensure compliance with the Gaming Act and the Diversity Regulations of the Pennsylvania Gaming Control Board (PGCB or Board). Supervision is received from the Director of Diversity or the Executive Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Prepares annual and long-range audit plans for licensees, schedules work to meet completion dates, and estimates resource needs.

Conducts on-site examination and review of records pertaining to:

- Total number and value of all contracts awarded;
- Total number and value of all contracts awarded to minority and women's business enterprises;
- Each contract or transaction awarded to minority and women's business enterprises and the actual value of each contract or transaction;
- Total number and value of all contracts awarded that contain a participation plan;
- Total number and value of all subcontracts awarded to minority and women's business enterprises under contracts containing a participation plan;
- Each subcontract awarded to minority or women's business enterprises under contracts containing a participation plan and the actual value of each subcontract;
- A comprehensive description of all efforts made by the regulated entity to monitor and enforce the participation plan;
- Information on minority and women investment, equity ownership and other ownership or management opportunities initiated or promoted by the regulated entity; and
- Other information requested in writing by the PGCB to ensure compliance with the Act.

Analyzes and interprets the information furnished in written, oral, diagram or schedule form; Examines and evaluates internal records, source documents, journal and ledger entries to ensure system reliability and data integrity.

Assesses the effectiveness of the licensee's activities designed to assure that all persons are accorded equality of opportunity in contracting for goods and services.

Prepares and maintains records for review of activities, enters data into the PGCB's computerized tracking system, maintains files of documents, correspondence and other related materials.

Examines whether the licensee's diversity related objectives in the area of procurement are reflected in its management level decision making processes, and whether employees understand the objectives.

Develops a detailed report on each audit. Reports include a review of the findings and an identification of recommendations to correct any deficiencies.

Ensures follow-up on relevant issues or concerns deemed necessary to guarantee proper corrective action.

Provides proper reporting of non-compliance or potential violations of the PGCB's diversity regulations to the Director of Diversity for consideration of appropriate enforcement actions.

Performs special projects and assists junior examiners when necessary.

Responds to inquiries from licensees regarding the regulatory process.

Maintains strict confidentiality.

Undertakes any other reasonable activities that may be recommended by the Director of Diversity or the Executive Director.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in Finance, Accounting, Business Administration or a related discipline;

OR

An associate's degree in a closely related field from an accredited college and ten years of additional experience from a government agency or a large business;

OR

An equivalent combination of experience and training;

The ideal candidate for this position must possess excellent interpersonal, written and verbal communication skills. Computer proficiency is essential. The individual must be able to demonstrate the ability to comprehend complex financial functions and procedures and to disseminate that information in a precise manner to others.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM03



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIVERSITY COMPLIANCE EXAMINER
JOB CODE: C7117

CLASS SUMMARY/DEFINITION:

The Diversity Compliance Examiner performs a variety of specific duties designed to measure and evaluate the effectiveness of the activities undertaken by Slot Machine Licensees pertaining to the development and implementation of their diversity plans in accordance with the Gaming Act and the Diversity Regulations of the Pennsylvania Gaming Control Board (PGCB or Board). Supervision is received from the Director of Diversity or the Executive Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Analyzes the quarterly diversity reports submitted by licensees.

Conducts routine reviews of all employee recruitment and retention efforts undertaken to ensure the participation of diverse groups in employment with the licensees.

Compiles and organizes data pertaining to the total number of hires and employment offers made, including data relating to race, gender and residence of those hired or offered employment.

Generates reports that identify employee termination statistics for each department at the various facilities (i.e. Casino Operations, Finance and Administration, Human Resources, Sales & Marketing, Support Operations, etc.).

Establishes and maintains a working relationship with the Director of Human Resources for each of the licensees.

Attends job fairs, training sessions and quarterly diversity committee meetings held by the licensees.

Develops and ensures efficient processes for documenting all compliance related initiatives and activities involving recruitment, hiring, training, retention and promotion from within at the licensed facilities.

Interprets controlling laws and regulations affecting the operations of licensees undergoing compliance review.

Prepares reports that identify and address areas of concern relating to non-compliance and overall effectiveness of operations at the licensed facilities.

Prepares diversity plan assessments for gaming services providers.

Assists small businesses with the preparation of diversity plans when necessary.

Updates and maintains computer databases.

Ensures follow-up on relevant issues or concerns deemed necessary to guarantee proper corrective action.

Undertakes any other reasonable activities that may be recommended by the Director of Diversity or the Executive Director.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in Finance, Accounting, Business Administration or a related discipline;

OR

An associate's degree in a closely related field from an accredited institution and three to five years of additional experience from a government agency or a large business;

OR

An equivalent combination of experience and training;

The successful candidate will have strong research and computer skills, and excellent communication and organizational skills. Also desirable is a background in legal research. Experience as a paralegal may be an asset to a career in regulatory compliance. The Compliance Examiner's position requires a detail oriented individual, who can work under deadline pressure.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIVERSITY ANALYST
JOB CODE: C7102

CLASS SUMMARY/DEFINITION:

The primary function of the Diversity Analyst is to assist the Director of Diversity in coordinating and implementing various internal and external diversity events and diversity related activities. The employee shall communicate with the Human Resources Directors, Diversity Officers, Compliance Officers and Purchasing Managers for the slot machine licensees regarding matters pertaining to recruitment, hiring, training, retention and purchasing. Supervision is received from either the Director of Diversity or Chief Counsel.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Provides assistance to diverse applicants seeking employment information regarding slot machine licensees.

Provides assistance to diverse applicants seeking guidance relating to the SlotsLink employment application process.

Assists MBEs/WBEs with questions pertaining to the DGS certification process.

Assists the Director of Diversity at job fairs, vendor fairs and cultural events sponsored by the licensees to promote diversity.

Provides support in the tracking of diversity training programs sponsored by licensees.

Verifies the validity of MBE/WBE data forwarded to the PGCB by licensees in the quarterly diversity reports regarding construction and purchasing related activities.

Verifies the validity of the documentation relating to philanthropy and community outreach activities provided the PGCB in the diversity quarterly reports.

Communicates with licensees to ensure timely receipt of annually updated diversity plans.

Assists the Director of Diversity in coordinating outreach activities and events.

Undertakes any other reasonable activities as directed by the Director of Diversity.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in a discipline appropriate to the position from an accredited college or university;

OR

An associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM01



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF SPORTS WAGERING OPERATIONS
JOB CODE: C7052

CLASS SUMMARY/DEFINITION:

This is managerial and administrative work in directing the application of programs, regulations and controls for sports wagering conducted by licensed gaming entities in the Commonwealth of Pennsylvania. The work also includes serving as, or directing, liaison activities between the Pennsylvania Gaming Control Board (PGCB or Board) and the State Horse Racing Commission in the Department of Agriculture.

An employee in this job performs or directs, through subordinate or other PGCB staff as appropriate, the activity of monitoring the operation of sports wagering activities with regulations and controls to ensure the integrity of sports wagering, in conjunction with the Bureau of Casino Compliance and the Bureau of Gaming Operations. The employee, in coordination with other Board staff, develops or guides policies, procedures, standards and guidelines for activities relative to sports wagering conducted by licensed gaming entities within licensed casinos, off-track wagering facilities and via interactive gaming as authorized by the Board. An important aspect of this work is the responsibility for the integration of the sports wagering program work with other bureaus or offices in the Pennsylvania Gaming Control Board, and with the overall mission and duties of the Board. Work includes the review of promotions conducted by licensed gaming entities and/or the direction and oversight of same. Work includes assigning work, determining workflow or priorities, reviewing and evaluating subordinate(s)' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, representatives of various sporting leagues or organizations, attorneys, Board members and the public. Work includes travel to conduct sports wagering oversight activities or to represent the Board in meetings, hearings and public forums. The Executive Director assigns work to the Director in the form of broad goals and objectives, and the employee exercises considerable judgment in determining priorities, goals and objectives in conjunction with other directors, supervisors or managers. Work is reviewed through conferences, reports and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures with regard to monitoring and reporting for sports wagering programs and integrates activities with the overall mission of the Pennsylvania Gaming Control Board, in conjunction with other bureaus or offices.

Implements and evaluates sport wagering programs to ensure compliance with law, regulations and controls and as needed, refers matters or issues to other entities within PGCB to ensure appropriate action is taken by PGCB.

Applies regulations, policies, procedures, standards and objectives of program activities for subordinates or other PGCB personnel regarding sports wagering.

Monitors sports wagering activities and provides guidance and assistance, as necessary; and prepares or reviews reports.

Assists in the review and evaluation of internal controls and audit protocols of sports wagering including sports book operations and interactive sports wagering gaming.

Provides input into the review and approval of gaming operations' internal controls.

Reviews and analyzes information, reports and other communications to determine trends and effectiveness.

Reviews and analyzes sports events and types of wagers for recommendation of approval to the Executive Director.

Serves as a liaison of the Board with numerous internal and external contacts including but not limited to gaming industry management employees and gaming manufacturers, sporting leagues or organizations, legislators, Department of Revenue employees, State Horse Racing Commission and other entities within PGCB.

Monitors the management of the portion of gross profits from Pennsylvania slot machine earnings designated for use by horsemen for health insurance, pensions and other benefits and prepares or directs preparation of reports regarding same.

Monitors for compliance backside improvements and related areas of horseracing facilities.

Establishes and maintains with the Department of Revenue an appropriate process for the transfer of funds for horse racing purses.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing the sports wagering in Pennsylvania.

Prepares letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony at hearings and appeals.

Reviews proposed legislation for possible impact on sports wagering program activities and provides analysis on such to the Executive Director and/or Chief Counsel.

Plans and organizes work, assigns works, determines work priority, sets goals or objectives, and reviews work performance of subordinate staff.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests from subordinates.

Investigates or aids in investigating complaints involving misconduct by subordinate(s) and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing sports wagering and horse racing in Pennsylvania.

Knowledge of the techniques of compliance reviews and liaison responsibilities within PGCB.

Knowledge of procedures and techniques utilized in evaluating the effectiveness of sports wagering programs.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of and familiarity with the scope and objectives of a sports wagering operations control program.

Knowledge of and familiarity with sports wagering terminology.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinate(s).

Skill in speaking and in conveying regulations to the gaming industry, stakeholders and the public.

Ability to analyze and apply regulations pertaining to the licensure and activities of the sports wagering licensed gaming entities in Pennsylvania.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contract.

Ability to plan, assign, direct, and evaluate the work of subordinate(s).

Ability to establish and maintain effective working relationships with subordinate(s), Board members, state officials, entities in the sports wagering industry, other management staff in PGCB and the public.

Ability to provide advice, consultation, and leadership in sports wagering compliance matters.

Ability to integrate the work of sports wagering programs with the overall mission of the Board.

Ability to give testimony in court and represent the Board in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from sports wagering activities. Ability to conduct sports wagering program activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of the PGCB's sport wagering activities.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Seven years of experience in gaming regulation, sports wagering program administration, gaming operations, or related field including two years of supervisory or professional administrative experience and a bachelor's degree;

OR

An equivalent combination of experience and training

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze and apply regulations, policies and procedures.

Plan and direct work activities.

Evaluate the effectiveness of internal control activities.

Supervise staff.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Travel.

Work is frequently performed in a casino or gaming environments including exposure to loud noise, flashing lights, crowded areas and smoke.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SPORTS WAGERING OPERATIONS SUPERVISOR
JOB CODE: C7131

CLASS SUMMARY/DEFINITION:

This is first level supervisory work reporting to the Director of Sports Wagering Operations within the Pennsylvania Gaming Control Board (PGCB or Board).

DEFINITION:

This is administrative, analytical, and supervisory work directing employees in the application of programs, regulation and control and the performance of compliance monitoring duties for licensed sports wagering entities and operations regulated by the PGCB to ensure the integrity of sports wagering.

An employee in this job supervises and guides the work of subordinate staff in the compliance monitoring and control activities of retail and interactive sports wagering; liaison and monitoring duties related to Pennsylvania's horse racing industry; and review of gaming promotions offered by entities licensed by the PGCB in accordance with law, regulations, rules, approved internal controls, policies, and procedures. The employee will also perform advanced professional work in reviewing sports wagering operations, including but not limited to evaluating revenue reporting, events, wagers, contests, tournaments, pools, bank account activities, variance reports and patron complaints, to ensure the integrity of sport wagering activities. Work also involves interpreting assignments, rules, regulations, policies, and procedures for subordinates. Work includes assigning work, determining workflow, approving or denying subordinates' leave, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, participating in interviews of employment candidates, evaluating training needs and participating in the grievance process and employee discipline. Work includes interaction with gaming industry personnel at all levels, representatives of various sports leagues or organizations, gaming patrons and other PGCB personnel. An employee in this job may participate in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work is performed with considerable independence under the direction of the Director of Sports Wagering Operations. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises and guides subordinate staff in the oversight of compliance and regulatory monitoring activities related to licensed sports wagering operations, both retail and interactive, as well as the supervision of staff engaged in analyzing sports wagering activities to identify unusual or suspicious activities related to sports wagering revenue, events, integrity monitoring and promotions.

Plans and organizes work, assigns work, determines work priorities, sets performance expectations, and reviews work performance of subordinate staff.

Assists in the review of sports wagering internal controls and provides recommendations to the Director of Sports Wagering Operations for revisions to be communicated to other entities within PGCB and/or the gaming industry.

Supervises and guides the monitoring and evaluation of information from sports wagering certificate holders and operators, sports leagues or teams, and/or the public for patterns of unusual betting, questionable transactions, match fixing, or other suspicious activities and reviews prepared correspondence, reports, or recommendations for submission to the Director of Sports Wagering Operations for possible subsequent referral to the Office of Enforcement Counsel (OEC).

Supervises and guides the monitoring of regulatory reporting to ensure unusual or suspicious activity is reported and that integrity monitoring providers are complying with law and regulations.

Analyzes information and data acquired by subordinate staff during the monitoring and examination of sports wagering operations and activities to ensure compliance with laws, rules, regulations, policies, and procedures.

Reviews information prepared by subordinate staff following staff's review of information received from integrity monitoring providers and provides recommendations to the Director of Sports Wagering Operations based on the appropriateness of the action proposed by the sports wagering operator.

Guides subordinate staff in monitoring online sports wagering websites through back-office access to ensure compliance with PGCB regulations related to wagering transactions and types of wagers.

Supervises and guides the review, evaluation and approval of events and types of wagers (catalog of wagers) to be offered to the general public submitted by sports wagering certificate holders and reviews and edits responses to certificate holders.

Supervises and guides the review and evaluation of contests, tournaments and pools submitted by sports wagering operators through PGCB's portal to ensure compliance with the regulations prior to offering to the public.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and evaluation of errors and related circumstances submitted by risk and trading teams to determine if a recommended remedy to the error is appropriate.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and evaluation of prohibited wagering reports by sports wagering certificate holders and operators to determine if wagering activity should be voided.

Supervises and guides the review and evaluation of sports wagering revenue reconciliation reports to ensure proper gross revenue is reported and utilized for tax purposes.

Supervises and guides, in consultation with the Director of Sports Wagering Operations, the review and analysis of retail sports wagering variance reports to identify errors and request a remediation plan for review.

Supervises and guides the review, analysis and evaluation of bank statements and attestations received from sports wagering operators to ensure a correct balance is kept separate and apart from other sources.

Reviews release notes to assess impact to sports wagering operations and provides feedback regarding same.

Supervises and guides the review, evaluation and response to patron complaints filed through PGCB's web-based complaint site or from other internal or external entities related to sports wagering operations, unusual betting, or other suspicious activities.

Supervises, guides, reviews, or prepares reports, correspondence or recommendations related to incidents, irregularities, and patron complaints regarding online sports wagering for review by the Director of Sports Wagering Operations with possible subsequent referral to OEC or the Bureau of Investigations and Enforcement (BIE) for investigation.

Provides guidance to other PGCB staff to assist in ensuring compliance within retail sports wagering establishments.

Recommends, as appropriate, revisions to guidelines and internal operating policies and procedures for review by the Director of Sports Wagering Operations to improve PGCB regulatory effectiveness and efficiencies.

Aids in the development or revision to electronic documentation and workflow management systems related to program planning to aid in the regulation or administration of sports wagering operations.

Receives and reviews inquiries from PGCB staff, external attorneys, and the regulated industry regarding sports wagering regulations for appropriate action by the Director of Sports Wagering Operations.

As assigned, participates in openings and soft launches of retail and online sports wagering gaming products.

HORSE RACING

Supervises subordinates that may be assigned to serve as liaison for the PGCB to the State Horse Racing Commission and other associated duties.

PROMOTIONS

Supervises and guides the review and evaluation of the terms and conditions of promotions received from gaming entities related to all forms of gaming to ensure promotions do not adversely impact the public or the integrity of gaming.

Oversees the maintenance and review of promotional data and analyzes revenue reports on promotional expenses and oversees the preparation of reports concerning issues for review by the Director of Sports Wagering Operations.

Oversees or aids in the monitoring and analysis of promotional activity to determine trends of unusual activity, expense amounts, and as necessary performs comparative analysis.

Oversees or prepares reports concerning issues related to promotional activity for review by the Director of Sports Wagering Operations.

Supervises and guides the preparation of correspondence related to promotional revisions or cancellations.

Maintains databases to ensure accurate information is being tracked regarding promotions.

GENERAL/SUPERVISORY

Participates in the training and instruction of subordinate staff.

Establishes liaison and working relationships with gaming industry and sports league/organization personnel, law enforcement entities, and other PGCB personnel.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forms.

Participates in the interviewing, hiring, and training of candidates or employees.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives, reviews and approves/disapproves leave requests and travel expenses from subordinates, manages overtime, work schedules and time tracking.

Aids in investigating complaints involving misconduct of subordinates and recommends corrective action when necessary.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Communicates to Director of Sports Wagering Operations personnel issues and pertinent information that affects deadlines.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws, regulations, policies, and procedures applicable to sports wagering regulatory review and approval processes.

Knowledge of the gaming industry's business practices and operations including sports wagering integrity, betting processes and procedures, risk management and setting of odds.

Knowledge of the principles and practices of public administration, government operations, and public speaking.

Knowledge of systems and terminology utilized in the execution of sports wagering activities.

Knowledge of techniques used in analysis and evaluation of revenue reports and sports wagering reports and activities.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel, and leave.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of basic interviewing practices and techniques.

Knowledge of report writing.

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to apply regulations and internal controls to sports wagering activities.

Ability to coordinate subordinates' work; the establishment of work/project priorities; the development or revision of workflow for processing and evaluation; and the evaluation of recommendations and reports.

Ability to perform mathematical calculations related to odds and odds calculations.

Ability to express ideas and present information clearly and concisely, orally and in writing in English.

Ability to establish and maintain an effective working relationship with PGCB staff, sports wagering licensees and operators, and sports league or organization entities.

Ability to analyze and apply law, rules and regulations pertaining to the operations and activities of the gaming industry.

Ability to apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contract.

Ability to give testimony at hearings.

Ability to evaluate, analyze, and report and record information resulting from regulatory compliance activities.

Ability to conduct and guide compliance monitoring activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of an employee's activities.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience regulating sports wagering within the PGCB;

OR

Four years of gaming operational experience and an associate's degree;

OR

An equivalent combination of experience and training.

Experience regulating sports wagering preferred as well as a bachelor's degree.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand, and communicate in English language sufficiently to perform the duties of the position.

Perform mathematical calculations related to odds and odds calculations.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Analyze and evaluate information, reports, and records.

Plan and direct work activities.

Evaluate work product and performance of employees.

Maintain effective working relationships.

Travel as required.

Work is generally performed in an office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas, and smoke.

PAY RANGE: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF DATA ANALYTICS
JOB CODE:

CLASS SUMMARY/DEFINITION:

This is highly advanced professional, analytical and consultative work in the review and analysis of complex gaming systems and offerings as well as the development of data analytics strategies and capabilities to aid the Pennsylvania Gaming Control Board (PGCB or Board) in the execution of regulatory functions to maintain the integrity of all verticals of gaming including but not limited to land based casinos, sports wagering, iGaming, fantasy contest, and video gaming terminals (gaming industry).

An employee in this job is responsible for assessing the PGCB's data analytic needs; identifying data acquisition, data quality, analytic applications, and data analytics tools and strategies; and linking these activities to PGCB's regulatory functions, goals, and mission. Work includes evaluating regulatory compliance; consulting regularly with Office of Information Technology (OIT) and PGCB leadership and stakeholders on data analytics strategies, collections, and initiatives; and providing technical and/or analytical guidance on complex analytics applications or strategies. Work involves conducting end to-end work flow and analysis of complex regulatory data reporting and developing solutions across or for multiple gaming verticals from inception as a business analysis problem to completion and deployment as operational analytics applications or solutions; researching, evaluating, and implementing gaming industry and PGCB data collection techniques, processes, and policies; overseeing the creation, maintenance, modification, accuracy, and reporting of data models, analyses, and processes that generate key statistics and metrics for the Executive Director and PGCB leadership; and recommending and implementing data collection, integration, and retention requirements. Work also includes evaluating business objectives, value, cost, and technical and human resource feasibility of projects; consulting regularly with OIT and agency stakeholders on data analytics strategies and initiatives; and providing technical and analytical guidance on complex analytical applications. An important aspect of this work is the responsibility for the integration of the analytical work with other bureaus or offices in the PGCB, and with the overall mission and duties of the Board. This position may also serve as a lead worker over other employee. Work may include drafting revisions or providing input into the development or revision of regulations, policies, and procedures. An employee in this job may participate in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. The Executive Director assigns work in the form of broad goals and objectives, and the employee exercises considerable judgment in determining priorities, goals, and objectives in conjunction with other directors, managers, or supervisors. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Discovery and Planning - Defines the business need and determines analytical outcomes/reports for each gaming vertical.

Determines, performs, and provides strategic analysis of gaming industry reported data to aid in regulatory decision making, improving regulatory functions and outcomes, and assessing revenue reporting across all gaming verticals.

Develops meaningful, actionable insights used to formulate regulatory decisions, changes and enhancements and provides strategic advice and guidance to the Executive Director and PGCB leadership.

Aids Executive Director and PGCB leadership in determining analytical outcomes and reports for each gaming vertical.

Provides strategic analysis to the Executive Director in conjunction with other Bureau or Office Directors that impacts regulatory decisions and policy and improves regulatory functions and outcomes.

Prepares statistical and metrics reports findings for the Executive Director and PGCB leadership.

Directs the development, modification, implementation, and maintenance of the PGCB's most critical analytic models that involve key statistics and metrics driving leadership decision-making and strategy.

Data Collection Analysis – Conducts an assessment to determine what data is required to generate specific outcomes/reports utilized in monitoring and regulating the gaming industry.

Documents what data is currently being collected from the gaming industry or needs to be collected and in what format.

Conducts assessment of current data reporting and recommends data required to generate constant, expanded data collection to aid in revenue generation analysis and adherence to regulatory requirements.

Finds patterns creating impacts to revenue generation to ensure operators are calculating gross revenue uniformly across all verticals and gaming operators and to help to protect against fraud.

Analyzes data to uncover causal relations that may correlate or correspond with a decrease in reported revenue.

Organizes and analyzes gaming industry reported data to ensure reporting accuracy, to identify insights, trends, and regulatory compliance.

Analyzes reported data from gaming operations and revenue from multiple sources to identify and report on trends, patterns, and anomalies within gaming verticals.

Prepares data for analysis including evaluating reported data for duplication, anomalies and/or missing data.

Performs data extraction and analysis to develop and implement analytical models of data reported from gaming industry and recommends new or improved reporting methods.

Data Analytics Tools – Reviews and evaluates data analytic tools to determine which one best meets the business need for the PGCB to aid in monitoring and regulatory oversight of the gaming industry.

Conducts gap analyses comparing the current state of PGCB analytics capabilities and infrastructure to data goals and develops recommendations to include optimization of existing technology within current computing environment and assessing new data analytics technologies in partnership with OIT.

Works with OIT, Bureau and Office Directors, Department of Revenue and as needed contractors to implement data collection standards, formats, and analytical tools.

Consults and coordinates with the OIT and PGCB leadership and stakeholders on the development and utilization of software to perform data acquisition and analytic functions.

Partners with OIT to create repeatable, efficient, and scalable data analytic products.

Leads complex analytic application development projects spanning multiple bureaus and offices by determining the project scope; preparing cost and schedule estimates; documenting project requirements, objectives, anticipated value, and actual costs; ensuring availability of required technical and human resources; monitoring and reporting progress; resolving critical issues; and conducting formal project reviews.

Implementation – Implements data collection standards/formats and analytic tools for the PGCB and gaming industry.

Recommends standardization of gaming industry reporting for all verticals of gaming and recommends data analytic tools and reports to accomplish standardization.

Develops and implements analytic project documentation framework for the PGCB in conjunction with OIT.

Develops, manages, and evolves documentation, databases, and reporting functions in support of ensuring regulatory compliance within the gaming industry and regulated verticals.

Performs data extraction, analysis of data related to all aspects of gaming to develop and implement analytical models for use by staff within the PGCB.

Evaluates and recommends opportunities to automate computational processes to increase efficiency and accuracy of cleaning, validating, organizing, and processing data for the PGCB.

Analyze the data – Conducts data analysis to generate specific outcomes/reports required by the PGCB.

Communicates goals and strategies for complex or sensitive data analytics projects and provides analysis and findings to the Executive Director.

Provides recommendations for referral of matters for enforcement actions by the Bureau of Investigations and Enforcement and/or Office of Enforcement Counsel.

Partners with other PGCB staff to aid in the publishing and distribution of analytical data and products in accordance with the Gaming Law and the Right to Know Law.

Develops and updates data inventories with appropriate descriptive information about databases.

Methodology of work

Analyzes data reported from the gaming industry including but not limited to one or more of the following methodologies: regression analysis, cluster analysis, time series analysis, cohort analysis, factor analysis, dispersion analysis or discriminant analysis.

Educates and trains other PGCB staff on analytical methodologies and use of applications and reports.

Analyzes data utilizing analytical tools and identifies and recommends procurement or development of analytical tools.

Other duties

Serves as the data analytics expert for agency cross-functional initiatives and projects involving data structures, standards, mining, processing, business intelligence, and visualization technologies.

Identifies and manages, as approved, contract resources to augment analytical or technical skills required to develop data analytics initiatives.

Performs other duties as assigned.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of statistical, mathematical, and quantitative analysis concepts.

Knowledge of data management generation languages for preparing, analyzing, and visualizing data.

Knowledge of database querying languages such as SQL.

Knowledge of data management, transfer, and integration protocols.

Knowledge of information security practices relevant to the development of data analytic solutions.

Knowledge of data warehouse architecture principles.

Knowledge of software development lifecycle.

Knowledge of project management methodology.

Knowledge of the use and functionality of Microsoft Office Suite software.

Ability to think critically and solve business problems.

Ability to analyze business processes to identify and assess data and functional requirements.

Ability to analyze, evaluate, and validate quantitative models.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to establish and maintain effective working relationships.

Ability to analyze, develop, and revise policies, procedures, and guidelines.

Ability to develop and deliver effective presentations and training sessions for a wide range of audiences.

MINIMUM EXPERIENCE AND TRAINING:

Five years of professional quantitative analytical experience utilizing data preparation, statistical analysis, or data visualization software programs and a bachelor's degree in statistics, applied mathematics, computer science, data science, economics, actuarial science, geographic information systems (GIS), or a related STEM field (science, technology, engineering, and mathematics); Thirty (30) graduate credits in data analytics or a closely related field may be substituted for one year of the required experience;

OR

An equivalent combination of experience and training.

Certification in data analytics preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Develops, interprets, evaluates, and implements programs, policies, and procedures.

Analyzes data and information and develops findings.

Interprets and applies regulations.

Performs statistical and mathematical calculations.

Makes policy, regulatory and procedural recommendations to the Executive Director.

Communicates effectively orally and in writing.

Establishes and maintains effective working relationships.

Operates a personal computer, telephone, and other office equipment.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: BOARD SECRETARY
JOB CODE: C7037

CLASS SUMMARY/DEFINITION:

The Board Secretary assists the Board members and the Executive Director to ensure the efficient and effective operation of the Board. Responsibilities include coordinating the preparations for bimonthly Board meetings, finalizing the meeting agenda, coordinating the Board schedule and keeping the agency staff informed of the Board's activities. This is administrative and professional work supporting the executives within the Pennsylvania Gaming Control Board (PGCB or Board).

The Board Secretary reports directly to the Executive Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Sets the agenda for public meetings, hearings and executive sessions in conjunction with members of the Board, the Executive Director and bureau directors.

Prepares minutes for public meetings, maintain the Board's official minute books and distribute copies as required by the Act.

Signs official Board documents as appropriate and affix the agency seal.

Maintains an efficient document management system for official Board actions, including orders, resolution and motions.

Completes special projects as requested by Board members or the Executive Director.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in Public Administration, Communications or a similar course of study and two years of relevant work experience;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

OFFICE OF CHIEF COUNSEL



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CHIEF COUNSEL, PGCB
JOB CODE: C7029

SERIES NATURE OF WORK: This is the highest level of work within the Office of Chief Counsel within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial and administrative legal work of the highest degree of professional and administrative responsibility under the authority of the Board and Executive Director. The Chief Counsel reports directly to the Executive Director.

The employee in this job serves as the chief legal advisor to the Board and Executive Director. Responsibilities include overseeing and supervising legal and administrative staff in the Office of Chief Counsel (Office). Work includes performing or directing of all legal functions for, and on behalf of, the Board; planning and directing all phases of the operations of the Office of Chief Counsel; establishing and administering policies and procedures to ensure efficient flow of work assignments and information within the Office of Chief Counsel and to other bureaus and offices in the Pennsylvania Gaming Control Board; directing the development or revisions of regulations; and directly participating in policy decisions relative to the regulatory and administrative work of the PGCB. The Chief Counsel also serves as the agency's ethics officer and routinely answers employee questions and reviews employee conduct relative to compliance with the Board's Code of Ethics. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees, making assignments; directing the priorities of the Office, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. Work includes participating in budgetary and fiscal activities and discussion and managing operations in a fiscally prudent fashion. An employee in this job participates or directs participation of subordinates in meetings, hearings and conferences with Board members, legislators, gaming principals and key employees, attorneys, the Department of Revenue, the Pennsylvania State Police, the Office of Attorney General, major law enforcement agencies, gaming regulators in other gaming jurisdictions and the public. Work includes travel to participate in meetings, hearings and public forums. An important aspect of this work is the responsibility for the integration of the Office's work with other bureaus and offices and with the overall mission and duties of the Board. This position provides wide latitude for independent judgement.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Participates in conferences and meetings called by the Executive Director and/or Board to discuss and advise on agency policies, regulations, and legal issues.

Represents the agency in highly complex and important litigation before trial and appellate courts and in administrative proceedings.

Confers with the Executive Director, Bureau and Office Directors and/or the Board on legal matters.

Provides overall direction, guidance and supervision to subordinate attorneys and administrative staff.

Responsible for drafting or overseeing the development of formal opinions.

Renders opinions to directors, bureau chiefs and management utilized in interpreting and applying applicable laws and regulations.

Reviews proposed legislation pertaining to gaming in the Commonwealth and other jurisdictions.

Drafts and supervises the drafting of new legislation.

Performs, directs, and guides the work or activities of agency legislative liaison(s) with regard to legislative relationships, advocacy, and initiatives consistent with the Pennsylvania Race Horse Development and Gaming Act and Board regulations.

Reviews proposed or existing regulations and policies and advises on revisions or deletion of same.

Reviews and responds to licensees regarding applicable laws, regulations and policy considerations.

Participates in the initiation and development of new departmental policies and procedures.

Provides advice on complex labor and employment law issues.

Responsible for the provision of legal support staff to the Bureau of Licensing, Bureau of Casino Compliance, Bureau of Gaming Operations, and the Administrative Director or subordinate directors under the Bureau of Administration.

Directs, supervises and coordinates the preparation of briefs and other activities incidental to litigation and court work.

Plans and organizes work, assigns works, determines work priority, sets goals or objectives, and reviews work performance.

Prepares and/or reviews letters, reports and correspondence for Board members, officials, attorneys, internal supervisors, employees, other staff of the Board, gaming operators and the public.

Examines and analyzes contracts, leases, bonds, and claims in order to determine legal sufficiency.

Responsible for designing and implementing strategies which maximize employee potential and fosters progressive standards in meeting the organization's vision, mission and goals.

Serves or designates representation of the Office on the agency's Personnel Committee

Serves as PGCB's Ethics Officer.

Participates in budget and fiscal activities and manages operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests and travel expenses from subordinates.

Investigates or aids in investigating complaints involving misconducts by employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Applies and guides implementation of union contractual and human resources' administrative rights and obligations for subordinate staff.

An employee in this job may participate in the performance of subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of common law and state and federal laws, particularly in regard to general administrative and regulatory functions of state government.

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of judicial procedures and of the rules of evidence.

Knowledge of the principles, methods, materials, and practices of legal research.

Knowledge of the methods and practices of pleading civil cases, and of effective techniques in the presentation of cases in court.

Knowledge of the principles of public administration as applied to the administration of a governmental legal program.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations to the gaming industry, stakeholders and the public.

Ability to interpret, analyze, and organize facts, evidence, and precedents and to present such material in clear and logical form, as briefs, opinions, orders, or decisions.

Ability to interpret and analyze legal documents and instruments.

Ability to interpret and draft legal instruments and proposed legislation.

Ability to provide advice, consultation, and leadership in legal matters.

Ability to integrate the legal work with the overall mission of the Board.

Ability to evaluate the effectiveness of the Office's activities.

Ability to exercise judgment in delegating responsibilities.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited school of law, admission to the Bar of the Supreme Court of Pennsylvania and eight years of progressively responsible experience in professional legal work;

OR

An equivalent combination of experience and training.

The employee must be certified as admitted to the Bar of the Supreme Court of Pennsylvania and must maintain membership on a continuous basis during employment.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, and other similar office equipment.

Analyze and apply laws, regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Follow verbal and written instructions.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM11



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DEPUTY CHIEF COUNSEL
JOB CODE: C7008

CLASS SUMMARY/DEFINITION:

This is supervisory professional and administrative legal work of the highest degree of professional and administrative responsibility.

A Deputy Chief Counsel performs functions and duties characterized by significant legal problems, which are particularly specialized and unusually difficult, and are of paramount interest to the Chief Counsel. This class may also be used for positions which direct the legal program within a regional office, where unusually difficult and complex legal problems may arise. Supervision is exercised through supervising attorneys and includes assigning work, evaluating performance, resolving complaints and grievances, interpreting labor agreements, and assuring staff development. Work is performed with wide latitude for independent judgment and is subject to the general supervision of the Chief Counsel. Analyzing, appraising, and organizing facts, evidence, and precedents concerned in difficult and complex cases and in presenting such material in clear and logical form for oral or written presentation, such as in briefs, opinions, orders, or decisions.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Analyzing legal documents and instruments.

Drafting legal instruments and proposed legislation.

Plan and coordinate an extensive program of preparation for and conduct of litigation.

Deal tactfully and effectively with state administrative officials, local government officials, employees, court officials, and the general public.

Plan, assign, and review the work of subordinate attorneys and clerical employees.

MINIMUM EXPERIENCE AND TRAINING:

Six years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, and/or a combination of other relevant professional experience, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SENIOR COUNSEL
JOB CODE: C7044

CLASS SUMMARY/DEFINITION:

This is highly responsible and difficult, non-supervisory, professional legal work.

A Senior Counsel must demonstrate mastery of one or more areas of the law, which are vital to the achievement of the Pennsylvania Gaming Control Board's (PGCB or Board) mission, and must regularly handle the most complex, difficult and novel legal issues for the Board. These legal problems are also characterized by their sensitivity and require innovative and creative ways to resolve them. Employees in this class are recognized by the Board members, the Executive Director, and the Chief Counsel as outstanding practitioners and experts in one or more areas of the law and are consulted for their opinions on the most difficult and challenging legal problems facing the PGCB. Work is performed with the utmost independence, and general supervision is received from the Chief Counsel or a Deputy Chief Counsel. Positions allocated to this class differ from those allocated to the Assistant Chief Counsel 3 class in the heightened complexity of legal work involved and the very minimal amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Analyzing, appraising, and organizing facts, evidence, and precedents concerned in difficult and complex cases and in presenting such material in clear and logical form for oral or written presentation, such as in briefs, opinions, orders, or decisions.

Drafting legal instruments and proposed legislation.

Handle the most difficult and novel legal problems facing the PGCB in creative and innovative ways.

Deal tactfully and effectively with state administrative officials, local governmental officials, employees, court officials, and with the general public.

Plan, assign, and review the work of subordinate attorneys and clerical employees.

MINIMUM EXPERIENCE AND TRAINING:

Five years of progressively responsible professional legal experience, with some experience in legal work of the highest degree of professional responsibility, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT CHIEF COUNSEL 3
JOB CODE: C7065

CLASS SUMMARY/DEFINITION:

This is responsible non-supervisory professional legal work. An Assistant Chief Counsel 3 performs professional legal work, which ranges from moderately difficult to complex. Work involves personal responsibility and accountability for difficult and important legal matters within the Pennsylvania Gaming Control Board (PGCB or Board). Employees function independently, and work is subject to general supervision. Legal advice is sought or received from higher level attorneys on legal issues of unusual complexity, sensitivity, or importance. Positions allocated to this class differ from those allocated to the Assistant Chief Counsel 2 class in the higher complexity of legal work involved and the minimal amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Analyzing, appraising, and organizing facts, evidence and precedents concerned in difficult and complex matters and in presenting such material in clear and logical form for oral or written presentations, such as in briefs, opinions, orders, or decisions.

Analyzing legal documents and instruments.

Drafting proposed legislation.

Deal tactfully and effectively with state administrative officials, local government officials, employees, court officials, and with the general public.

MINIMUM EXPERIENCE AND TRAINING:

Three years of progressively responsible professional legal experience, with some experience in highly responsible and complex professional legal work, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT CHIEF COUNSEL 2
JOB CODE: C7064

CLASS SUMMARY/DEFINITION:

This is responsible non-supervisory professional legal work. The Assistant Chief Counsel 2 is responsible for performing legal work at the full professional performance level, often within a specific field of law. A wide variety of legal work is performed, which includes research, drafting opinions and pleadings, performing legal regulatory work, and/or representing the Pennsylvania Gaming Control Board (PGCB) in courts of law. Difficulty of legal problems encountered range from routine to moderately difficult. Positions allocated to this class differ from those allocated to the Assistant Chief Counsel 1 class in the increased complexity of legal work involved and the decreased amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Legal research preliminary to the rendering of decisions affecting the PGCB operations, the preparation of documents, or the preparation of cases for trial is done independently, but subject to general supervision by a higher-level attorney based on the difficulty of the legal problems encountered.

Analyze and organize facts, evidence, and precedents inherent in moderately complex cases and to present such materials in opinions, orders, or decisions.

Analyze legal documents and instruments.

Deal tactfully and effectively with state administrative officials, local government officials, employees, court officials, and the general public.

Draft legal documents and proposed legislation.

MINIMUM EXPERIENCE AND TRAINING:

Two years of progressively responsible experience in professional legal work, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT CHIEF COUNSEL 1
JOB CODE: C7002

CLASS SUMMARY/DEFINITION:

This is entry level professional legal work. An Assistant Chief Counsel 1 performs legal research confined to one or a few fields. Initially, attorneys in this class spend much of their time learning the techniques and requirements of governmental legal practice in their assigned areas. As they become more experienced in their work, they complete assigned legal tasks of a routine nature with minimum supervision.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Employees may be assigned legal tasks of a non-routine nature; however, such work is characterized by limited discretion and decision making and is subject to close review by a higher-level attorney.

Supervision is received from a higher-level attorney, who is ultimately responsible and accountable for the legal decisions resulting from the legal research done by employees in this class.

Analyze facts, evidence, and precedents and arrive at logical interpretations.

Set forth findings of fact and decisions in written form.

Prepare legal documents and records.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited school of law and certificate of admission to the Bar of the Supreme Court of Pennsylvania, or preparatory steps to become a member thereof.

Continued employment is conditional upon the obtaining of such certificate of admission.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM04



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LEGISLATIVE LIAISON
JOB CODE: C7036

CLASS SUMMARY/DEFINITION:

This is professional liaison and legislative analysis work in facilitating the review and advocacy of legislative initiatives for the Pennsylvania Gaming Control Board (PGCB or Board).

A Legislative Liaison is responsible for planning, organizing and coordinating an integrated program of legislation review, legislation development, and legislative information and advocacy in cooperation and consultation with the Board. Work involves the gathering and analysis of program and legislative data; coordinating the development of proposed legislation; providing information to the General Assembly on proposed legislation and recommending legislative strategies to agency executives and members of the Board. Work also involves representing the agency at legislative committee meetings and hearings. Work is performed under the general direction of the Chief Counsel who evaluates the work for effectiveness and adherence to agency goals.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, organizes and coordinates a legislative analysis and liaison program.

Advises the agency of state and federal legislative issues which affect agency programs and develops agency legislative initiatives to attain goals and objectives.

Analyzes the impacts of proposed legislation on agency programs and goals and recommends advocacy strategies or alternatives for the consideration of top management in cooperation and consultation with the Board.

Provides information and liaison between the agency and the General Assembly to explain agency goals and initiatives, including the development of position papers and representing the agency at legislative committee meetings and hearings.

Confers with Executive Staff, special interest groups, other state agencies, and local government officials to discuss legislative initiatives and coordinate support activities.

Researches and directs the research of issues affecting agency operations which require legislative mandate for implementation.

Performs related duties as required.

MINIMUM EXPERIENCE AND TRAINING:

Five years of professional governmental experience which includes at least four years of work in legislative or policy analysis; and a bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Knowledge of the legislative process and governmental structure in the Commonwealth of Pennsylvania.

Knowledge of legislative research sources, techniques and methods.

Knowledge of the principles of public fiscal administration.

Ability to comprehend, analyze and interpret legislation, regulations, and legal procedures.

Ability to maintain essential records and files.

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to organize and present clear and concise oral and written reports on findings and recommendations.

Ability to interpret and apply policies and procedure.

Ability to establish and maintain effective working relationships with associates, subordinates, representatives from other governmental agencies, and the General Assembly.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LEGISLATIVE ASSISTANT
JOB CODE: C7060

CLASS SUMMARY/DEFINITION:

This is technical work assisting in the analysis and evaluation of legislation having fiscal, program or legal implications on the functions of the Pennsylvania Gaming Control Board (PGCB or Board).

A Legislative Assistant functions as a staff assistant to the agency Legislative Liaisons through the analysis of data, statistical program research, interviews of program managers, and summaries of comments from interest groups, publications and officials of other states and the Federal Government. Work involves interpreting the cost and program implication of legislation, assisting in drafting bills, conducting and assisting in the conduct of statistical and program effectiveness studies, and assisting the agency Legislative Liaison in communicating information and agency comments to members of the Legislature and their staffs. Work includes the review, compilation, and evaluation of legislative comments from program and administrative personnel. Work is distinguished from the Legislative Specialist classes by the supervision received during the conduct of studies, the technical direction provided by the Legislative Liaison, and the limited interpretation of study data and conclusions. Work is reviewed by the Legislative Liaison through conferences and reports for soundness of study methodology, effective writing, and comprehensive coverage of the issue.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Performs legislative liaison work as a staff assistant to the Legislative Liaison on legislation having fiscal, program or legal implications on the functions of the PGCB.

Analyzes and reports on proposed and enacted legislation with fiscal, program or legal effects to determine legislative intent, consistency, impact on existing functions, estimated cost, and predicted future legislative action.

Assists in drafting bills for the PGCB.

Maintains controls on legislation, as directed by the agency Legislative Liaison, through close observation of the Legislative Calendar and meetings with members of the House and Senate, and their staffs.

Maintains close contact with the House and Senate to ascertain the status of legislation, to answer questions from the legislative committees on proposed legislation and to answer questions from the legislature on the fiscal, program and legal implications of bills.

Reviews comments from PGCB program and administrative personnel and writes reports and draft position papers for the signature of the Legislative Liaison.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

One year of professional governmental experience, including one year of work directly related to legislative analysis;

OR

A bachelor's degree in political science, public administration, business administration or a related field;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM01



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: RECORDS MANAGER
JOB CODE: C7101

CLASS SUMMARY/DEFINITION:

This is administrative and analytical work involving the administration, management, or coordination of functions related to the Pennsylvania Gaming Control Board's (PGCB or Board) agency records retention program and Pennsylvania's Right to Know Law (RTKL).

An employee in this job is responsible for receiving, researching, and responding to requests for public records under Pennsylvania's RTKL, serving as PGCB's Agency Open Records Officer (AORO), and administering the PGCB's records management program. Work also includes, but is not limited to, the oversight, development and implementation of record retention policies and schedules in accordance with all applicable laws and regulations, as well as the coordination of all archival documents preparation and delivery to the State Record Center. Work requires a high degree of initiative and independent judgment in making technical decisions, and providing guidance, information, and recommendations to agency staff regarding records retention and RTKL compliance. The duties are performed in consultation with attorneys within the Office of Chief Counsel and the employee reports to PGCB's Chief Counsel or another attorney within the Office of Chief Counsel.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Agency Open Records Officer

Reviews and evaluates all RTKL requests and involves appropriate bureaus in the gathering of responsive information.

Works in conjunction with the Office of Chief Counsel attorneys to ensure that all RTKL responses are compliant with the request and appropriate in regard to the Gaming Act, the PGCB's regulations, Pennsylvania's RTKL and guidelines, regulations and decisions issued by the Office of Open Records.

Issues interim and final RTKL responses.

Manages all RTKL requests in an efficient timeframe as prescribed by Pennsylvania's Office of Open Records and maintains the RTKL request tracking system.

Updates PGCB website with a summary of the RTKL request and its disposition.

Updates or assists with updates to PGCB's Open Records Policy and/or associated procedures.

Monitors decisions made by the Office of Open Records and the Courts of the Commonwealth for applicability to the PGCB

Serves as a liaison on administrative matters to Pennsylvania's Office of Open Records.

Records Retention

Administers, analyzes, and coordinates the agency's records management program to provide for the maintenance, retention, transfer, and disposition of all types of records, regardless of format.

Assists agency program staff in the implementation of their records management program, including the inventory, analysis, and scheduling of agency records related to statutory and administrative requirements.

Conducts process reviews with agency staff to establish records management policy and procedures.

Provides assistance and technical information to all field units, offices and agency managers that request information and assistance for problems relating to records management.

Interprets and enforces rules, regulations, and policies of the records management program such as Manual 210.9 Amended – The Commonwealth of Pennsylvania General Records Retention and Disposition Schedule, Manual 210.1 Amended – The Commonwealth of Pennsylvania Employee Records Management Manual, and Manual 210.7 – State Records Management Manual.

Serves as liaison to the Pennsylvania Historical and Museum Commission related to the retention and archive of records.

Participates in training on records retention and management of records.

Coordinates transfer of appropriate records to State Records Center and State Archives; maintains appropriate records of personnel authorized to access said records; verifies and authorizes all transactions.

Coordinates disposal of appropriate records.

Coordinates with departing employees and their supervisors about the proper disposition of their records and other materials.

General Duties

Develops materials and communications to train employees regarding their responsibilities under the RTKL and the PGCB Record Retention Policy.

Manages the contract for legal research services and subscription including but not limited to the preparation of goods receipt for Westlaw online and subscription services on a monthly basis; ensures the law library is updated regularly; ensures Rules of Court are distributed; and advises all attorneys of upcoming trainings.

Reviews legal documents for accuracy and/or summarization.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of Pennsylvania's Right to Know Law.

Knowledge of the principles and practices of records retention.

Ability to gather, assemble, and analyze information to develop responses to inquiries for information.

Ability to comprehend program goals, objectives, and operations, and to relate these to execution of programmatic duties.

Ability to develop and evaluate policies and procedures related to records retention.

Ability to apply and interpret policies and procedures.

Ability to exercise judgment and discretion in applying and interpreting policies and procedures associated with records retention and Right to Know Law requests.

Ability to establish and maintain effective working relationships with employees, other administrative officials, and the public.

Ability to express ideas clearly and concisely, orally and in writing.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma (or its equivalency) and four years of relevant work experience;

OR

A bachelor's degree;

OR

An equivalent combination of experience and training.

Experience in as a paralegal, legal secretary or in administering a Records Management Program and/or Right to Know Law Requests preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operates a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Communicates verbally and in writing in the English language.

Follows verbal and written instructions.

Interprets and applies policies and procedure.

Uses software applications, including but not limited to PGCB Record Retention System, File Trail PHMC/SRC system and ERAS Electronic Records Action System (ERAS), OA/PHMC.

Stands, stoops, pulls, lifts, bends, kneels, twists, grasps, and walks.

Lifts boxed records and stored documents weighing up to 25lbs.

Occasionally performs records retention duties outside of the typical office environment, including basement storage and commonwealth records storage facilities.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM03



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: PARALEGAL
JOB CODE: C7012

CLASS SUMMARY/DEFINITION:

This is technical and highly skilled work in assisting attorneys in the practice of law in Pennsylvania Gaming Control Board (PGCB or Board).

A Paralegal provides support to attorneys in areas such as litigation, appellate proceedings, administrative review and regulation, or transactional law. Work at this level involves independently analyzing and evaluating a wide variety of case or transaction specific facts, claims and issues; performing preliminary investigations and required due diligence; researching, interpreting and determining the applicability of laws, regulations, rulings and precedential opinions; and drafting documents such as investigatory reports, opinions, responses to discovery, contracts or briefs. Duties may include attending depositions, hearings or trials with an attorney, assisting with preparing documentary evidence, tracking and labeling exhibits, and assisting in the preparation of filings or pleadings. Work may also include assisting in the practice of transactional law through the review, analysis, and preparation of legal documents required in the processing of varied and complex financial transactions such as loan origination and closure, grant and bond issuance, alternative investments, public market offerings, pooled and separate accounts, REITs and real estate acquisition. Work involves handling sensitive and confidential matters consistent with attorney-client privilege. Work is performed independently under the general supervision of an attorney.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Performs research and drafting of documents for appellate, trial, regulatory, legislative and transactional matters.

Drafts summons, service of process, complaints, bill of particulars, praecipe, writs, motions, interrogatories, subpoenas and case information statements.

Drafts notices of appeal, briefs, and tables of authority for citations and summaries of hearing or trial transcripts.

Drafts legal notices, statements of policy and proposed regulations.

Reviews proposed administrative policies or regulations and conducts research to determine consistency with existing policies, laws, regulations and rulings.

Reviews and prepares subscription agreements, forms of adhesion, side letters and contracts for services.

Responds to discovery motions including interrogatories, requests for production of documents and requests for admissions by evaluating the motions, gathering information and drafting responses for an attorney's review.

Drafts questions for use in depositions and questioning of witnesses in proceedings.

Assists counsel during hearings, trials and settlements.

Maintains case files and ensures that case is properly prepared.

Conducts reviews of cited legal decisions to determine their precedential value.

Drafts correspondence on legal issues.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Certification as a Paralegal or Legal Assistant (CP/CLA) by The National Association of Legal Assistants (NALA); or certification as a Registered Paralegal (RP) by The National Federation of Paralegal Associations (NFPA); or advanced certification for legal professionals (PLS) by NALS, The Association for Legal Professionals; and two years performing legal support work;

OR

Completion of an associate's degree or post baccalaureate certificate in legal, paralegal or legal assistant studies or other related field, and two years performing legal support work;

OR

Completion of at least one year of law school;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LAW CLERK
JOB CODE: C7076

CLASS SUMMARY/DEFINITION:

This is an entry level position assisting the legal staff of the Pennsylvania Gaming Control Board (PGCB or Board).

A Law Clerk is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research participating in the preparation of cases. After a period of training employees are given assignments of limited difficulty to perform independently. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems. Supervision is received by an attorney.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Assists in the preparation of digests of laws and cases.

Participates in the preparation of cases by drafting memos, briefs and generally assisting an attorney.

Search for, interprets, and applies laws, court decisions, and other legal authorities on points of law involved in the preparation of legal rulings.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited law school and admission to the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LEGAL INTERN
JOB CODE: NONE ASSIGNED

CLASS SUMMARY/DEFINITION:

This is professional legal work of a training nature on the legal staff of the Pennsylvania Gaming Control Board (PGCB or Board).

A Legal Intern is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research in the preparation of cases for trial. All work is performed under the supervision of a higher-level attorney. Work does not require admission to the bar. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Perform legal research. Complete assigned legal tasks of a routine nature with minimum supervision.

Assist higher-level attorneys with preparing legal documents, briefs, pleadings and opinions.

Assist in preparing cases for trial.

Researches, interprets and applies laws, court decisions, and other legal authorities in preparation of briefs, pleadings and indictments, and other legal papers in conjunction with suits, trials, and other proceedings.

Assist in the preparation of materials pertaining to proposed legislation.

Draft proposed rules and regulations and review rules, regulations, and bulletins prepared by administrative officers for conformity to the law.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Current law student at an accredited school of law.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: None Assigned, Generally Unpaid



[BACK TO THE TABLE OF CONTENTS](#)

OFFICE OF HEARINGS AND APPEALS



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF HEARINGS AND APPEALS
JOB CODE: C7025

CLASS SUMMARY/DEFINITION:

This is a major regulatory, policy making, and leadership position that requires legal work of the highest degree of professional and administrative responsibility.

The successful candidate for this position will be responsible for the administration and review of complex, regulatory matters pertaining to the Pennsylvania gaming industry, and serve as an Administrative Law Judge for the Office of Hearings and Appeals (OHA). The OHA is involved in high profile legal problems of a specialized nature, which are significant in their impact upon the Pennsylvania Gaming Control Board (PGCB or Board) licensees. Formal proceedings initiated by the OHA involve violations of conditions of licensure pursuant to Act 71 which may result in suspension, revocation and/or fines. The work involves planning, organizing, staffing, directing and controlling the technical and legal operations of the OHA. Responsibilities include the development of policies and procedures for review and analysis of case documents which may include, but are not limited to, investigative reports, financial audits, and transcripts of hearings. Duties may include the evaluation and summation of specific administrative legal and financial issues, providing updates and status reports to the Board on policy issues relating to violations of Act 71, and presiding over highly sensitive cases of subordinate PGCB hearing officers. Supervision is exercised over all personnel of the OHA. Responsibilities include assigning and reviewing work, evaluating employee performance, and ensuring the development of staff. Additionally, bears the responsibility for overseeing the accuracy and the administration of the docket, and preparing performance standards and reviews. The Director of Hearings and Appeals reports to the Executive Director pursuant to the organizational structure of the PGCB.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises the work of hearing officers and clerical staff in the OHA.

Plans and supervises the operational aspects of the office, such as assigning case projects, scheduling and directing the flow of work.

Prepares a case scheduling system to ensure the prompt, effective resolution of disputed matters.

Presides over complex cases heard by subordinate hearing officers.

Assures the consistency of decisions and orders rendered by the OHA.

Prepares well written analyses, reports and related data pertaining to compliance issues.

Recommends performance improvement initiatives designed to improve the daily operations of the OHA.

Prepares work assignments, reviews work upon completion, prepares performance evaluation reports and recommends action regarding the hiring and termination of the OHA employees.

Fosters a team environment and arranges for in-service/continuing education programs for the OHA staff as deemed necessary.

Ability to maintain impartiality and fairness at all times.

Responsible for maintaining the confidentiality of all documents and correspondence received by the OHA.

Ability to deal tactfully and effectively with Commissioners, legislative staff, applicants, licensees, and members of the general public.

Serves as a liaison between hearing officers and the Executive Director.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited law school, possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania and at least six years of experience in the practice of litigation and Pennsylvania administrative law, the conduct of quasi-judicial hearings, the formulation of policy regarding the hearing process or other relevant experience, preferably in the area of appellate and trial work.

Preparation and presentation of cases in courts of record, and administrative proceedings including presentation and appeals therefrom, which evidences skills required of a hearing officer.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: HEARING OFFICER
JOB CODE: C7021

CLASS SUMMARY/DEFINITION:

The Hearing Officer conducts administrative record reviews to render decisions on administrative appeals initiated by appellants contesting adverse Pennsylvania Gaming Control Board (PGCB or Board) decisions.

To render decisions, the Hearing Officer holds face to face or telephonic hearings, which are recorded, schedules and conducts a pre-hearing conference and hearing, hears testimony, rules on motions and objections, reviews documents and considers arguments from appellants. The Hearing Officer considers testimony and evidence from hearings, analyzes and applies relevant statutes and regulations and prepares concise, well-written and easily understood decisions. Decisions and the established official record must pass the scrutiny of administrative and/or judicial reviews. Work is accomplished under strict time deadlines.

Supervision is received from the Director of Hearings and Appeals.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Expert skill in the professional application of legal principles relating to Act 71.

Expert skill in case management.

Ability to convey analysis and information orally through negotiations, briefings, consultations and other presentations.

Ability to adjudicate complex legal issues; and excellent writing skills and ability to prepare findings, recommendations, decisions and orders.

Ability to effectively present issues and matters to the Board.

Ability to deal tactfully and effectively with Board staff, legislative staff, applicants and licensees, and members of the general public.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited law school, possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania and at least six years of specialized attorney experience;

OR

An equivalent combination of education and training.

(Specialized experience is defined as experience involving: the application of legal principles, legal analysis, writing, case management and adjudication of complex issues.)

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CLERK TO THE OFFICE OF HEARINGS AND APPEALS
JOB CODE: C7051

CLASS SUMMARY/DEFINITION:

This is complex administrative work involving the operations of the Pennsylvania Gaming Control Board (PGCB or Board) Office of Hearings and Appeals and appellate process.

The Clerk to the Office of Hearings and Appeals performs complex administrative work which requires the application of independent judgment. Work involves the responsibility for all aspects of the processes in the Office of Hearings and Appeals, as well as the performance of complicated office activities which are control oriented. Work includes activities which are characterized by making choices between different procedures to be followed and determining the appropriateness of the information that is presented for further processing.

Work normally involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed and the actions to be taken. Work schedules and priorities are subject to unpredictable shifts due to external influences, time frame constraints or self-imposed priority changes. Work is performed with considerable independence and little review, however, changes in operational standards, procedures and work policies are discussed in detail with the Director of Hearings and Appeals prior to implementation.

Supervision is received from the Director of Hearings and Appeals.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Review of all filings with the PGCB's Office of Hearings and Appeals to ensure that information is complete, consistent and adheres to agency rules and regulations.

Review of all correspondence in order to become familiar with the contents and to determine what procedures to pursue in providing the correct information in accordance with applicable administrative and legal constraints.

Responds to written inquiries relating to the status of certain aspects of matters pertaining to public disclosure.

Ability to transfer information from formats which occur in random order and present a modified form according to the rules and procedures of the PGCB.

Ability to use discretion and judgment in dispensing information.

Determines supply needs for the Office of Hearings and Appeals and prepares the supply requisitions.

Ensures that mail delivery schedules are punctual and responses to filings are processed in the most efficient and expeditious manner.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in a discipline appropriate for the position from an accredited college;

OR

Four years of experience from a government agency or a business entity may be substituted for the required education;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

BUREAU OF ADMINISTRATION



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ADMINISTRATIVE DIRECTOR
JOB CODE: C7011

CLASS SUMMARY/DEFINITION:

The Pennsylvania Gaming Control Board (PGCB or Board) is a regulatory agency which oversees legalized gaming within the Commonwealth of Pennsylvania through the strict regulation of licensed entities and individuals.

The Administrative Director will have responsibility to supervise the Directors from the following seven (7) offices: Communications, Financial Management, Human Resources, Information Technology, Gaming Laboratory Operations, Office Services and Compulsive and Problem Gambling.

This position is responsible for the integration of a comprehensive administrative and management services program for the PGCB which includes program areas such as procurement, records management and retention, right to know law requests, workplace safety and budget preparations.

Candidates should possess the ability and proven experience in managing groups of professionals and administrative professionals and be a strategic planner to guide the agency in meeting administrative, management, and technology needs today and in the future.

This position reports directly to the Executive Director of the agency. Work involves assisting the Executive Director in developing management and policy recommendations for the Board's consideration regarding technology, personnel management, agency operating procedures, and financial management.

Work to be performed involves determining goals, objectives, and priorities for the administrative services programs and, when necessary, developing and implementing regulations, policies, procedures, standards, and guidelines to manage program activities; managing the development of budgetary requests; and reviewing proposed legislation for impacts on the agency's programs and resources. Work may also include meeting with casino executives, legislative gaming oversight committees, or other Commonwealth agency officials.

This position is responsible for the oversight of seven (7) offices that reflect complex organizational segments with professional or technical programs and for the evaluation and improvement of such operations.

Leadership will be exercised over a group of Directors responsible for specific agency administrative and operational responsibilities. Work is performed with considerable independence within the framework of Board policies under the direction of the Executive Director and the Board who review work through conferences, reports, and effectiveness of results.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Direct and integrate a comprehensive program of administrative and management services for the PGCB.

Serve as an advisor on administrative matters to the Executive Director and the Board.

Develop, recommend, implement, evaluate, and update short and long-term administrative and operational strategic planning efforts consistent with the agency's mission and overall goals and objectives.

Develop, amend, and interpret policies, procedures, and regulations concerning administrative matters.

Oversee the continued development of staff utilization plans, budgetary plans, agency operating procedures, and project management coordination.

Confer with all PGCB Director level personnel regarding their administrative needs and requirements regarding agency programs, policies, rules, and regulations.

Direct agency efforts to ensure opportunities for relevant training to strengthen PGCB management in their project management competencies.

Review and make recommendations concerning proposed legislation for possible administrative impacts on agency programs.

Oversee agency budget preparations, implementation, and analysis.

Represent the PGCB at various meetings, conferences, legislative hearings, and other events at the discretion of the Executive Director.

Perform other duties as assigned by the Executive Director.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of administration.

Knowledge of the principles and practices related to budgeting, human resources management, management analysis, communications, procurement methods, and technology resource planning.

Knowledge of the agency's policies, programs, goals, and objectives.

Knowledge of the principles of effective supervision and leadership.

Ability to lead and establish the agency's long-term plan for information technology and administrative programs to meet the agency's goals, objectives, and business needs.

Ability to analyze, evaluate, and recommend changes to agency information technology, administrative, and operational programs to enhance the operations of the agency.

Ability to plan, direct, control, and implement broad and comprehensive administrative programs, involving a variety of professional specialties.

Ability to direct the study and formulation of policy recommendations and program planning tools.

Ability to read and interpret Commonwealth and agency administrative rules, regulations, policies, and procedures.

Ability to express ideas clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with Board management and employees, as well as representatives of other agencies within the Commonwealth when necessary.

Ability to supervise professional, technical, and clerical staff in a manner that maximizes productivity.

MINIMUM EXPERIENCE AND TRAINING:

Eight years of experience directing a management program which should include three years of experience supervising professional employees in an area of administration such as information technology, communications, human resources, budgeting, program analysis, policy analysis, or a related field; and a bachelor's degree in Business Administration, Public Administration, Management, or a closely related field;

OR

An equivalent combination of experience, training, and education.

Management Pay Structure: GM11



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF CYBER SECURITY
JOB CODE: C7126

CLASS SUMMARY/DEFINITION:

This is professional managerial work directing the Pennsylvania Gaming Control Board's (PGCB or Board) cybersecurity and regulatory oversight program, to help ensure that gaming operators and licensees cybersecurity policies and practices are compliant with statutes, regulations or internal controls.

An employee in this job is responsible for designing and implementing a compliance and oversight program of cybersecurity regulatory functions of PGCB. The employee makes policy recommendations to the Board to enable the execution of its regulatory functions of gaming in Pennsylvania.

Work involves recommending and reviewing proposed cyber-related statutes, regulations and orders; providing recommendations for regulatory policy consideration; serving as a cybersecurity subject matter expert to Board, executive staff and bureau/office directors; recommending policy and regulatory improvements regarding the cybersecurity oversight of gaming operators and licensees, as well as for internal PGCB systems; and providing testimony before the Board or legislative committees regarding cybersecurity-related regulatory matters. Work involves evaluating, inspecting and analyzing cybersecurity programs and information security programs in both PGCB's regulatory functions and internal operations. Works involves developing internal cybersecurity programs or information security programs for PGCB and/or providing consultation and guidance regarding internal programs.

Work is performed independently and is evaluated and reviewed by the Administrative Director through periodic conferences and written reports.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Advises the Executive Director and Board on policy issues involving cybersecurity oversight functions of regulated gaming entities.

Makes decisions regarding cybersecurity regulatory or compliance priorities and recommends policy positions to the Board and Executive Director.

Recommends policy and procedural improvements to the Board, executive staff and bureau/office directors regarding the cybersecurity oversight of gaming entities and/or PGCB internal cybersecurity controls.

Recommends, drafts and/or reviews proposed cyber-related regulations for Board consideration.

Reviews cybersecurity plans and protocols of regulated entities regarding the sufficiency of regulated entities' cybersecurity programs and makes recommendations regarding alterations, deficiencies and remedial measures.

Develops regulatory protocols to review, analyze and report the reliability and accuracy of determining gaming revenue for all types of gaming operations including but not limited to interactive gaming and airport gaming.

Serves as PGCB's cybersecurity liaison working closely with multiple bureaus to identify and recommend courses of action concerning technical, policy, and legal matters associated with cybersecurity and as needed aids in executing cybersecurity specific initiatives and policy positions for the Board.

Advises the PGCB's Office of Information Technology staff members regarding agency-specific cybersecurity intrusion and detection strategies and procedures.

Advises and assists the PGCB's bureaus to design policies and protocols necessary to evaluate the effectiveness of regulated gaming entities cybersecurity plans.

Reviews design strategies to determine proper interface with the information security systems of the agency and licensed gaming entities within the commonwealth.

Participates in network, application, and other IT system designs or regulatory reviews to ensure implementation of appropriate systems security policies.

Researches potential schemes or scams intended to perpetrate fraud or deception in the transmission and play of games or gaming activities for the purpose of directing regulatory steps to deter and prevent such fraud or deception.

Reviews and analyzes procedures submitted by licensed entities to assess the reliability of customers' gaming accounts for all types of gaming operations including but not limited to interactive gaming.

Works with casino personnel or vendors on cyber security plans.

Provides testimony before Board or legislative committees regarding cybersecurity oversight of regulated gaming entities.

Oversees the design and delivery of cybersecurity awareness training to all PGCB staff.

Monitors relevant federal and state cybersecurity-related legislation, rulemakings and trends nationally.

Develops and maintains working relationships with gaming entities.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of information technology security architecture and design.

Knowledge of server and platforms.

Knowledge of information security industry standards and best practices.

Knowledge of information security countermeasures and incident resolution techniques.

Knowledge of the concepts, characteristics and capabilities of information security technologies.

Knowledge of the functions and capabilities of standard security application systems.

Knowledge of the functions and capabilities of security testing tools.

Knowledge of current trends, principles and practices of the regulated gaming industry.

Knowledge of policy analysis and strategic planning techniques.

Knowledge of the principles and practices of project management.

Knowledge of gaming internal control systems.

Ability to develop and implement programs, policies and procedures.

Ability to read and interpret requirements of laws and regulations.

Ability to read and analyze cybersecurity technical and intelligence reports and develop a threat assessment program.

Ability to read and interpret security logs, system design specifications and technical manuals to identify potential problems.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

MINIMUM EXPERIENCE AND TRAINING:

Five years of experience performing technical work in cybersecurity program management or information technology security, and a bachelor's degree in any information technology field;

OR

An equivalent combination of experience and training.

SPECIAL REQUIREMENTS:

One of the following certifications is required: CISSP, CISSP-ISSAP, CISSP-ISSEP, CISSP-ISSMP, CCSP, CCFP, CISA, CISM, CEH, ENSA, or ECES. Other certifications may be considered.

BASIC ESSENTIAL JOB FUNCTIONS:

Develop and implement programs, policies and procedures.

Analyze data and information and develops findings.

Make policy recommendations to Board Members, executive management, and bureau directors.

Communicate effectively orally and in writing.

Establish and maintain effective working relationships.

Work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas and smoke, as needed.

Operate a personal computer, telephone and other office equipment.

Travel as needed.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF COMMUNICATIONS
JOB CODE: C7004

CLASS SUMMARY/DEFINITION:

This is professional public relations work directing the communications, media relations, public information and education, and external community relations functions in the Pennsylvania Gaming Control Board (PGCB or Board).

The Director of Communications is responsible for planning, organizing, and coordinating the internal and external communications including public information, external liaison, and promotional functions of the public relations program in the Pennsylvania Gaming Control Board. Work involves directing the preparation and transmittal, through all communications and public relations media, of information concerning the programs, services, policies, and accomplishments of the Board. Work also involves providing advisory and consultative services to the Executive Director and agency officials. In addition, the employee directs, and may participate in, the writing of speeches and other public presentations for the Executive Director and other officials. The Director of Communications supervises a professional and technical staff engaged in public informational and educational activities. Work is under the general direction of the Administrative Director, who evaluates work for timeliness, responsiveness and effectiveness of results.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, organizes, directs, and coordinates the agency public relations program, including communications, public information, external liaison, and promotional functions within the PGCB.

Serves as media consultant and principal advisor to the Executive Director on communications and public relations matters, including the public relations implications of the Pennsylvania Gaming Control Board's programs and policies.

Directs and may participate in writing of speeches for the Executive Director or other top Pennsylvania Gaming Control Board officials; reviews and edits speeches, and other material to be used by the Pennsylvania Gaming Control Board officials in contact with the public.

Establishes and maintains effective working relationships with departmental officials and serves in a liaison capacity between bureaus and between the Pennsylvania Gaming Control Board, along with groups, organizations, and individuals in communications, public relations, and public education matters.

Directs the preparation of correspondence dealing directly with communications, public relations, and public education matters.

Analyzes and evaluates the public relations impact of proposed or existing the Pennsylvania Gaming Control Board programs and policies and provides input to the Executive Director and

the Pennsylvania Gaming Control Board officials in the formulations or modification of programs of policies indicated by such analyses.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Six years of professional experience in the field of communications or public relations, including three years in a responsible administrative or supervisory capacity; and a bachelor's degree with major course work in Public Relations, Communications, Political or Social Science, or closely related fields;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DEPUTY DIRECTOR OF COMMUNICATIONS
JOB CODE: C7088

CLASS SUMMARY/DEFINITION:

This is professional public relations work supporting the media relations and public information functions in the Pennsylvania Gaming Control Board (PGCB or Board).

The Deputy Director of Communications provides support for planning, organizing, and directing media relations in the PGCB. Work involves directing and participating in the preparation and transmittal to the media of policies and accomplishments of the PGCB. Work also involves providing advisory and consultative services to the Director of Communications and agency officials as their official spokesperson as well as representing the PGCB as official spokesperson. Employee may supervise a small professional, technical, and clerical staff. Work is under the general direction of the Director of Communications, who evaluates work timeliness, responsiveness, and effectiveness of results.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, organizes, directs, and coordinates the PGCB media relations and public information.

Helps direct the work of a professional and technical staff in arranging and scheduling interviews between the PGCB personnel and the news media and in selecting and preparing a variety of informational material to be presented through a diversity of media.

Prepares or directs the preparation of news releases, television, radio, and film scripts; brochures, pamphlets, reports, publications, and similar written and graphic public information and promotional material.

Writes, or directs the writing of news releases, television and radio scripts, and other material to be used by the PGCB officials.

Makes speeches and otherwise serves as spokesperson for the PGCB on request of the Director of Communications.

Establishes and maintains effective working relationships with the PGCB officials and serves in a liaison capacity between the PGCB and the media in communications matters.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Four years of professional experience in the field of communications, including three years in a responsible administrative or supervisory capacity; and a bachelor's degree with major course work in Communications, Public Relations, English Communications, Political or Social Science, or a closely related field;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: COMMUNICATIONS SPECIALIST
JOB CODE: C7132

CLASS SUMMARY/DEFINITION:

This is professional public relations work in the Office of Communications of the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this job assists the Director of Communications and/or the Deputy Director of Communications in developing, implementing, and coordinating media and public relations activities to further public understanding of the programs, functions, and services of the PGCB. Work involves assisting in writing, editing, and distributing press releases, newspaper articles, brochures, pamphlets, or other educational materials; compiling briefing packets; sending out press clips; monitoring media; utilizing social media; reviewing and posting information on agency website; assisting in planning and scheduling media events; and creating presentation materials. An employee in this job must use discretion in the presentation of information due to potential impact on the PGCB and the gaming industry. Work includes traveling to represent the PGCB in public forums. Work may also involve providing administrative support to the office when necessary. Routine work is performed with independence, but changes in operational standards, procedures, and work policies are discussed with the Director of Communications prior to implementation. Work is assigned in the form of projects, initiatives, and objectives and reviewed through conferences, results achieved, and attainment of objectives.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Assists in the preparation of news releases, feature articles, and educational materials relating to the PGCB.

Prepares and distributes written and visual information, including fact sheets, brochures, displays, exhibits, videos, annual reports and manuals for internal and external use.

Assists with the development of speeches and talking points related to the PGCB's activities and regulatory responsibilities.

Assists with the coordination of public relations activities such as scheduling events and speakers and preparing media advisories and press releases.

Serves as lead in delivery of a social media presence for the PGCB, including but not limited to platforms such as Twitter, Facebook, Instagram and LinkedIn, as well as assisting with content on the agency website.

Conducts research, compiles information, and provides briefing packages for the Executive Director, Board members, key leadership and/or the Office of Communications related to agency programs, functions or media events.

Reviews and distributes news advisories and press releases to the media.

Maintains newspaper clips, internet and photographic files regarding PGCB or gaming industry events or activities.

Monitors media, including news and social media, and distributes relevant information to the PGCB staff and/or Board members.

Tracks press requests and ensures timely responses.

Responds to routine requests for information from the public and media via phone, email or video conferencing.

Establishes and maintains effective working relationships with PGCB staff, gaming industry personnel, and news media entities.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the techniques of planning, composing, and editing informational materials.

Knowledge of English language usage and composition.

Knowledge of effective public relations techniques and procedures.

Knowledge of the various forms of media including social media.

Ability to prepare and edit all types of copy.

Ability to operate various audio-visual equipment and technologies.

Ability to conduct research and analyze and evaluate written materials.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to effectively use current popular social media platforms and others that may gain popularity.

Ability to work within Wordpress to change website content.

Ability to prepare and deliver an effective media strategy.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

One year of professional experience in public relations, editing, or journalism and a bachelor's degree with major course work in journalism, communications, English, or a related field;

or

An equivalent combination of experience and training

BASIC ESSENTIAL JOB FUNCTIONS:

Operates a personal computer, telephone, copy machine, fax machine, and other similar office or audio-visual equipment.

Communicates effectively orally and in writing in the English language.

Follows verbal and written instructions.

Analyzes data and information and develops communications regarding same.

Establishes and maintains effective working relationships.

Interprets and applies policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required which could include work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas and smoke.

Management Pay Structure: GM03



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF FINANCIAL MANAGEMENT
JOB CODE: C7049

CLASS SUMMARY/DEFINITION:

The Director of Financial Management is responsible for directing the activities of the Pennsylvania Gaming Control Board's (PGCB or Board) financial functions. Work involves developing standards and procedures for the formulation and analysis of the agency's annual budget, billing and collection of augmented funds, and preparing revenue forecasts relative to gaming in the Commonwealth. Work includes contacts with fiscal and operating officials to coordinate the implementation of solutions to fiscal problems. The Director of Financial Management collaborates with accounting, management analysis, and personnel staff units in seeking and instituting ways of effecting greater economy and efficiency of operation, an in-rendering advice to operating officials on administrative and staffing problems. The Director of Financial Management is responsible for the agency's overall fiscal programs and supervises both professional and administrative staff.

The Director of Financial Management reports to the Administrative Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans and directs the work of budget analysts in reviewing and analyzing the operations and fiscal needs of the Pennsylvania Gaming Control Board; reviews, appraises and adjusts budget requests; correlates budget needs with fiscal conditions, and the relative need for funds among bureaus and functions.

Supervises the administration of departmental budgets; authorizes transfers of funds; makes recommendations concerning personnel staffing and other matters resulting from altered fiscal conditions.

Confers with fiscal and operating officials on budgetary problems; works out policy changes and adjusts budgetary requirements.

Provides technical staff services to agency officials in the preparation of budgets.

Develops instructions for the preparation, analysis, and control of the agency budget.

Attends budget hearings; directs the review and analysis of appropriation bills, the maintenance of historical cost data, and the preparation of charts, graphs, and reports in relation to the agency budget.

Supervises a staff of professional and support personnel within the Office of Financial Management.

Provides advice and recommendations to the Office of Communication with regard to press releases and public speaking engagements concerning agency and industry financial figures.

Develops and oversees agency billing and collection of augmented funds including establishment of billing policies and procedures, invoice preparation and payment tracking.

Prepares table games and slots revenue forecasts for the agency and Department of Revenue to include conducting trend and threat analysis.

Ensure all outgoing bills are prepared accurately and timely.

Serve as the agency liaison with vendors and other external parties to ensure accurate formatting of all bills.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Seven years of progressively responsible experience in technical budget administration work and fiscal planning, including three years of experience in an administrative or supervisory capacity, and a bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: BUDGET ANALYST
JOB CODE: C7042

CLASS SUMMARY/DEFINITION:

This is professional analytical work in the preparation, review, and analysis of budgetary information for the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this job performs work in monitoring, analyzing, and controlling revenue, financial commitments, and expenditures against a budget, grants, contracts, or other financial data to advise PGCB management on the appropriate use and ensure the ongoing availability of agency funds. Work involves preparing and reviewing fiscal reports that project revenue and expenditures for personnel, operating, fixed assets, or other expenses. Work also involves financial transactions; discussing discrepancies; and ensuring compliance with policies through recommendations and adjustments; as well as coordinating the agency purchasing card program. Work may also include assisting PGCB managers in preparing and reviewing agency budget requests, legislative budget packages, and re-budgets. Work is performed with considerable independence within established procedures under the direction of the Director of Financial Management.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Assists with preparation of documents utilized to prepare executive staff for budget hearings.

Prepares reports of gaming revenue.

Prepares and analyzes reports that reflect assets, liabilities, reserves, fund balances, revenue and receipts, appropriations, commitments, expenditures, or other financial obligations for the purposes of providing recommendations on the use of funds and maintaining budgetary controls.

Develops and monitors spending plans and other projections for the use and availability of funds in compliance with statutes, policies, or other fiscal controls.

Prepares or reviews information used in processing grant requests, distribution of grant awards, and financial audits of grant recipients or sub-recipients.

Monitors, corrects, and reconciles records of revenue, financial commitments, and expenditures for financial and budgetary account closing and lapsing processes.

Reviews and approves, disapproves, or recommends adjustments to requests for financial commitments and expenditures.

Reviews press releases to ensure accuracy of revenue and tax figures.

Monitors agency wire accounts for revenue receipts and prepares relevant accounting documentation.

Analyzes departmental budgeting and accounting reports for the purpose of maintaining expenditure controls.

Serves as the agency Purchasing Card Coordinator.

Posts agency revenue in SAP and batches checks for deposit.

Serves as point of contact for the Bureau of Licensing (BOL) to respond to billing database questions and issues.

Evaluates licensure applicants' accounts to determine amounts due.

Prepares invoices to recover agency costs.

Prepares accounting adjustments utilizing SAP or with the assistance of Comptroller staff.

Prepares account reconciliations.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the basic principles and practices of public administration.

Knowledge of the basic principles and practices of governmental accounting.

Knowledge of the methods and techniques used in reporting financial data.

Knowledge of the use and functionality of Microsoft Excel, Outlook, and Word applications.

Ability to analyze and interpret policies, procedures, and regulations.

Ability to analyze and comprehend organizational and procedural problems and to make sound recommendations or conclusions.

Ability to prepare and interpret financial reports and statements.

Ability to perform mathematical calculations.

Ability to organize and present clearly, oral and written reports of findings and recommendations.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience in technical budget administration work or auditing;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies and procedure.

Perform mathematical calculations.

Use software, applications, and programs - e.g. SAP, ESS, Microsoft applications, SRM, etc.

The duties for this position will be mostly performed in a typical office environment.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF HUMAN RESOURCES
JOB CODE: C7028

CLASS SUMMARY/DEFINITION:

This is managerial, professional, and administrative work in directing a full functioning human resource management program and associated initiatives in the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this class is responsible for the formulation and implementation of policies and procedures for all human resource activities in the PGCB and providing advice and strategic direction to agency leadership on all human resource matters. The work is characterized by programs of high complexity; a variety of diverse occupations requiring extensive developmental classification activity; atypical recruitment and placement challenges; varied and at time complex labor and employee relations issues; and complex salary administration issues. Work includes the review, analysis, and evaluation of program objectives, policies and operations and the development and implementation of policies and program improvements and modifications based on comprehensive human resource studies. Work also includes serving as the Equal Employment Opportunity officer; primary negotiator for labor relations and union matters; and responding to and/or representing the PGCB regarding Pennsylvania Human Relations Commission and/or Equal Employment Opportunity Commission matters. An important aspect of the work includes serving as a member of the leadership team in the formulation of agency policy by providing expert human resource advice to the Executive Director, Administrative Director, program office directors, and at times members of the Board. Supervision is exercised over a staff of professional employees. Work also includes assigning work, determining workflow or priorities, reviewing, and evaluating subordinates' work performance, preparing, and signing performance evaluation reports, interviewing, and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. An employee in this job participates in meetings, hearings and/or conferences with employees, union representatives, attorneys, Board members and the public. Work includes travel to conduct human resource activities. The Administrative Director assigns work to the Director in the form of broad goals and objectives, and the employee exercises considerable judgment in determining priorities, goals, and objectives. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: *(NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):*

Directs a full functioning human resource program including employee relations, labor relations, classification, compensation and pay, employee development, recruitment, placement, employee benefits, leave, EEO, diversity, safety, unemployment compensation, worker's compensation, and human resource systems.

Serves as a member of the leadership team in the development or review of agency policies and procedures.

Directs or develops human resource policy within the PGCB.

Interprets, applies, and implements human resource policies including those of the PGCB and applicable Commonwealth human resource policies.

Advises leadership where the development and implementation of agency and program initiatives requires innovative solutions to employee relations and labor-management problems.

Advises leadership on organizational structure, staffing, and utilization of employees.

Directs the provision of technical assistance to supervisors and managers on the administration of collective bargaining agreements and implementation of human resource law, policies, and programs.

Directs the conduct of position classification reviews and determines the proper classification of positions.

Directs, revises, or develops job classifications to address the needs of the PGCB in regulating a variety of gaming verticals. Assists Bureau Directors with the drafting of specific position descriptions.

Directs a human resource program involving intensive and varied labor and employee relations issues.

Administers a complex compensation program with complicated salary administration issues.

Directs a human resource program that may present atypical recruitment and placement challenges.

Serves as the agency EEO Officer promoting and supporting diversity and inclusion efforts within the PGCB, including but not limited to direction of equal employment opportunity and discrimination training programs to agency personnel, development of recruitment strategies to increase the pool of qualified minorities and females, and advising and monitoring agency supervisors and managers in matters involving equal employment opportunity in recruitment, selection, discipline, and accommodations.

Directs or performs the investigation of allegations of discrimination brought by employees, including the preparation of reports, findings, and recommendations.

Consults with the PGCB's Office of Chief Counsel to discuss pending discrimination complaints and requests for accommodations and participates as necessary in hearings and litigation pertaining to such.

Participates in budget and fiscal activities and manages operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews and is responsible for development and oversight of the agency's performance evaluation program.

Serves as the agency's chief negotiator/contact on all labor relations matters.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests and travel expenses from subordinates.

Investigates or aids in investigating complaints involving misconducts by employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Applies and guides implementation of administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex investigations or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of human resources management including but not limited to employee relations, labor relations and contract management, position classification, compensation, employee selection, employee training, employee development, employee benefits, leave, human resource systems, diversity, and Equal Employment Opportunity.

Knowledge of laws and regulations pertaining to human resource programs.

Knowledge of the principles and techniques used in human resource program analysis and planning.

Knowledge of the use and functionality of Microsoft Office suite software.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to plan the strategic direction of a human resource program.

Ability to advise top agency management on solutions to complex human resource problems.

Ability to apply knowledge of current developments in human resource management.

Ability to supervise human resource work of an operational and developmental nature.

Ability to understand and apply the Commonwealth's human resource and payroll system (SAP).

Ability to understand agency fiscal/budgetary matters.

Ability to conduct reviews of programs, identify problems, devise solutions, and measure performance against stated goals and objectives.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to develop and modify policies and procedures that support agency programs and operations.

Ability to analyze and interpret policies, procedures, and regulations.

Ability to establish and maintain effective working relationships.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to exercise judgment in delegating responsibilities.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

MINIMUM EXPERIENCE AND TRAINING:

Six years as a Human Resource Specialist in the PGCB;

OR

Six years of progressively responsible professional human resource experience, four of which include serving in a supervisory capacity, and a bachelor's degree;

OR

An equivalent combination of experience and training that includes four years in a professional supervisory capacity.

The following certifications are preferred SHRM-CP, SHRM-SCP, SPHR and PHR.

BASIC ESSENTIAL JOB FUNCTIONS:

Develop and implement programs, policies, and procedures.

Analyze data and information and develop findings.

Analyze and apply regulations, policies, and procedures.

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Plan and direct work activities.

Compute basic and intermediate mathematical formulas.

Evaluate work product and performance of employees.

Read, write, speak, understand, and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Travel within Pennsylvania.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas, and smoke.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: HUMAN RESOURCE SPECIALIST
JOB CODE: C7092

CLASS SUMMARY/DEFINITION:

This is advanced professional human resource work in the development of programs, processes, or systems in a fully functioning human resources system. An employee in this class performs developmental work in the design and conduct of occupational studies, development and evaluation of human resource assessment programs, investigation and resolution of employee grievances, participation in contract negotiations, research and design of new conceptual/theoretical training courses, research and drafting of procedures and policies. Work requires professional judgment within central human resource policies and overall program control. Work is reviewed by the Director of Human Resources reports, correspondence, and evaluation of overall program results.

The incumbent in this position works with agency management staff to ensure Bureaus are equipped with the necessary staff and talent in carrying out the organization's mission. Work includes providing guidance, direction and recommendations to management and executive staff in regards to classification and compensation, employee and labor relations, recruitment and placement, and benefits and system issues.

This position reports to the Director of Human Resources.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Provides guidance and direction regarding all human resource programs including employee relations, classification, training, employee benefits and human resource systems.

Drafts, interprets, applies, and implements human resource policies.

Conducts position classification reviews and prepares recommendations of classification changes.

Develops employee training programs, employee benefit programs, and human resource systems processes to meet agency needs.

Advises supervisors and managers on matters involving employee discipline.

Coordinates the posting of agency vacancy announcements on Internet job sites and other state agencies.

Manages the recruitment process by receiving and evaluating all resumes, scheduling applicant interviews, coordinating interview panels, and recommending the most qualified candidate for hire.

Participates in Personnel Committee meetings and assists in the development of Personnel Committee agendas.

Assists managers in determining recruitment and placement needs.

Maintains the agency organizational chart.

Conducts investigations of employee grievances and recommends resolution.

Participates in labor management meetings and negotiation sessions with union officials on local agreements.

Responsible for the administration of the agency's transactions, time-and-attendance, payroll, leave processing, complement control, and other automated human resource systems.

Prepares human resource reports for use by management and executive management as required.

Performs other duties as required.

MINIMUM EXPERIENCE AND TRAINING:

Four years as a Human Resource Assistant;

OR

Two years of experience in the performance of professional human resource duties and a bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: HUMAN RESOURCE ANALYST
JOB CODE: C7047

CLASS SUMMARY/DEFINITION:

A Human Resource Analyst is responsible for performing analysis of programs or program processes to draft procedures or facilitate human resource program administration. This is usually accomplished through detailed study of an issue which will result in formal written recommendations for program improvement within an agency, or administration of programs which require professional judgments in work processes which are not governed by procedure or strict guidelines.

This position reports to the Director of Human Resources.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Conducts new employee orientation and ensures all employees are educated on agency policies and benefits.

Serves as the agency Employee Benefits Coordinator and is responsible for ensuring information regarding benefit programs are disseminated to all employees.

Serves as the contact person for employment related programs including, Flu Shot, SECA, Statements of Financial Interest.

Drafts new or revised class specifications under the direction of a supervisor, including gathering job information, drafting allocation criteria, and preparing implementation plans such as allocation lists, pay range recommendations, and bargaining unit suggestions.

Revises existing training courses or prepares new courses for functional subjects, prepares course outlines, designs course methodology, and performs classroom instruction using visual aids, handouts, and exercises.

Administers and tracks all employee leaves of absence including compliance with the federal Family Medical Leave Act.

Assists in the development and administration of the agency's recruitment and selection process.

Maintains employee personnel files and records of employee policy acknowledgements.

Assists in the administration of the agency's transactions, time-and-attendance, payroll, leave processing, complement control, and other automated human resource systems.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Minimum one year as a Human Resource Assistant;

OR

One year of experience in the performance of professional human resource duties and a bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM03



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: PROCUREMENT AND PROPERTY MANAGER
JOB CODE: C7094

CLASS SUMMARY/DEFINITION:

This is professional and analytical work in the procurement of goods, supplies, equipment, office space and services and administrative work involving the administering, managing or acquiring building, security and parking services, travel program, corporate credit card program, vehicle fleet services, property surplus and mail services for the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this job analyzes procurement policies and strategies and provides consultation to managers or the Administrative Director in the development, acquisition, implementation and evaluation of procurement contracts. Work involves researching, developing and implementing procurement policies and methods to meet program and agency goals; consulting with managers on sourcing strategies, solicitation methods and cost analysis; participating in the negotiation of contracts; and aids in reviewing and enforcing performance measures for executed contracts, which may require working with legal, comptroller and/or Department of General Services staff to settle contracts, enact corrective action plans, or recover damages. Work also involves acquiring, administering or managing operations, services and/or activities related to building maintenance and security, parking facilities, employee travel, employee corporate credit card program, vehicle fleet program, and mail services. Work involves coordination with lessors to ensure building matters are promptly addressed and resolved. Work also involves interpreting rules, regulations, policies and procedures for other managers; making assignments and directing the priorities of the work to one or more subordinates, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, evaluating training needs and administering discipline. Work is performed with considerable independence under the direction of the Administrative Director or other administrative director and is reviewed through conferences and review of written reports.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as chief procurement officer for the PGCB including for contracts of a complex, sensitive or costly nature.

Participates in the development and interpretation of procurement policies to meet PGCB's objectives for service delivery and cost efficiency.

Provides consultation to managers regarding the acquisition of goods, supplies, services and equipment as well as addressing vendor and contract related problems to resolve issues and disputes.

Participates and assists PGCB's Office of Chief Counsel, managers and executive staff in negotiating terms and conditions for procurement contracts, maintenance contracts and leases.

Recommends criteria and standards to evaluate vendor performance and ensures adherence to contract requirements and procurement policies.

Oversees the facilitation of committee meetings for the development and evaluating of requests for proposals.

Utilizes various procurement processes as needed and appropriate including Request for Proposals, Requests for Quotes, Sole Source and Emergency Purchase Orders.

Determines necessary corrective actions to enforcement compliance of contractual agreements, prepared detailed documentation, and communicates resolutions.

Develops record keeping and file management systems of contracts and leases to track expiration and renewal dates.

Oversees or administers all aspects of purchasing or procurement including but not limited to purchase requests, service purchase contracts, inspecting material upon receipt for compliance with specifications, inputting receipt of products and aiding in appropriate disposal of surplus property.

Processes local law enforcement grants following review by the Office of Chief Counsel by creating funds commitments and check creation.

Provides training to staff on new or revised procurement processes, procedures and systems.

Oversees or creates purchase orders of varying complexities for goods and services requested against statewide contracts.

Lists agency contracts greater than five thousand dollars on the Department of Treasury's website in accordance with the Pennsylvania Race Horse Development and Gaming Act.

Performs or oversees monthly credit card transactions, associated budgetary coding and statement reconciliation.

Interfaces with fiscal management regarding monthly invoices and receipts from vendors and matters of corporate purchasing card usage and processing.

Communicates and coordinates with lessors regarding matters of building access, security, parking, custodial services, maintenance and heating, ventilation and cooling systems.

Manages or oversees the security badging system for staff and contractors.

Participates in the review and design of office space and acquires contract services regarding office design or reconfiguration.

Inspects buildings, grounds and workspaces to ensure satisfaction of all general maintenance and custodial requirements and satisfactory completion of contracted services or receives information of inspection related to field offices.

Responds to and investigates reported serious incidents and accidents within PGCB leased office space or on the surrounding grounds and prepares reports of such incidents.

Regulates monthly parking spaces and parking lease space with addition or removal of employees from garages and interfaces with lessors and the Department of General Services (DGS) to execute duties.

Maintains parking garages' passes internally.

Participates in identifying budgetary requirements for each fiscal year's operations and maintenance budget and provides information to Director of Financial Management, Administrative Director and/or Executive Director.

Oversees or serves as Agency Coordinator for corporate card program.

Directs or administers travel and subsistence reimbursement requests and responds to inquiries employees regarding travel status and subsistence.

Oversees or provides training and guidance to all employees in ESS, travel expense reimbursement including decision making involving policy interpretation.

Serves as liaison between PGCB, Bureau of Commonwealth Payroll Operation and Department of Treasury in order to address payment and policy matters related to travel, settlement agreements and reimbursement of out of pocket expenses.

Directs or administers airline/train travel arrangements for employees and issues hotel orders as necessary.

Processes and audits travel for Commissioners and advises Board Secretary and Chair when travel expense reimbursements are processed to Bureau of Commonwealth Payroll Operations.

Renews attorney memberships.

Registers PGCB staff for conferences, trainings, and business trips following submission through TEEAM application.

Develops and administers policies, rules and regulations in the operation and maintenance requirement for pool vehicles as well as rented vehicles or use of personal vehicles by employees.

Utilizes software systems in the management of purchasing, building security, parking, corporate card program and travel.

Directs, assigns and reviews the activities of PGCB's headquarters' reception area including but not limited to mail processing and telephonic inquiries.

Processes check request payment to Comptroller's Office to maintain postage machine(s) funding.

Serves as petty cash liaison for headquarters and oversees work of employees in regional offices regarding petty cash funds including conducting periodic audits of same.

Manages and maintains property and key inventory for all equipment and items assigned to staff.

Researches and prepares reports and information for the Administrative Director in preparation for meetings and official responses.

Evaluates employee performance and prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Aids in investigating complaints involving misconduct of subordinates and recommends corrective action when necessary.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Communicates with the Administrative Director personnel issues and pertinent information that affects deadlines.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of procurement methods and procedures.

Knowledge of applicable laws, rules, regulations, and procedures impacting procurement and contracting functions.

Knowledge of technical writing and contract principles.

Knowledge of building administration and maintenance practices and techniques.

Knowledge of basic mathematic functions and principles.

Knowledge of tools, equipment and materials, methods and practices used in custodial, maintenance and heating - ventilation -air conditioning operating systems.

Knowledge of the use and functionality of Microsoft Office Suite software.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to analyze and implement policies, procedures, and standard business practices for application to contractual agreements.

Ability to apply critical thinking skills to identify and resolve problems.

Ability to exercise judgement and discretion in applying and interpreting policies and procedures.

Ability to analyze written and numerical information.

Ability to perform mathematical calculations.

Ability to communicate effectively in writing.

Ability to communicate effectively orally.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

Seven years as a Travel Manager or Procurement Specialist with the PGCB;

OR

Three years progressively responsible experience in procurement or contract management and a bachelor's in Business, Finance, Public Administration, Accounting or related field;

OR

An equivalent combination of experience and training.

SPECIAL REQUIREMENT:

The ability to operate a motor vehicle and the possession of a valid Pennsylvania operator's license is required.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Apply and perform basic mathematical functions and principles.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees.

Operate a motor vehicle.

Work is generally performed in a typical office environment. However, travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: PROCUREMENT SPECIALIST
JOB CODE: C7045

CLASS SUMMARY/DEFINITION:

The Procurement Specialist is responsible for the purchasing of supplies, materials, equipment, or services for the Pennsylvania Gaming Control Board (PGCB or Board). Duties include detailed work involved in purchasing general commodity groups. This includes the review of requisitions, the preparation of bid invitations, the review and award of bids, and the preparation of purchase orders. Work includes occasional contact with vendors and various agency officials concerning purchasing problems.

This position reports to the Procurement and Property Manager.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Prepares purchase requests, field limited purchase orders, service purchase contracts, or stock encumbrances for needed supplies.

Inspects material upon receipt for compliance with specifications and inputs receipt of products.

Maintain monthly invoices and receipts from all vendors as well as contracts and bids from vendors.

Prepare invoices, copy and submit for payments to vendors.

Order all supplies and materials for all Pennsylvania Gaming Control Board (PGCB) field offices, this includes maintaining commonwealth purchasing card, signing off on all purchases through the works payment manager system and acquiring all supporting documentation for audits of purchasing card from the comptroller's office.

Reviews specifications used as a basis for bids on all commodities of an assigned category.

Locates sources of supply capable of furnishing required items or services.

Maintains mailing lists of vendors interested in submitting bids on certain commodities; maintains other purchasing records and reference materials such as supply catalogs or state contract schedules; conducts correspondence with vendors regarding bids, delivery, and payment.

Discusses purchase requirements with users and advises on items best suited to individual needs or suggests substitutions for requested items.

Renew all attorney memberships; this also includes registering all attorneys and executive staff for conferences, trainings, and business trips.

Maintain all contracts and agreements for leasing of furniture and office space in all regional offices of PGCB.

Maintains parking garages passes internally.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

One year of purchasing work involving contact with vendors in the procurement of a variety of supplies, materials, equipment, and services;

OR

Four years of stores or warehouse experience that included responsibility for maintaining inventory control or requisitioning or ordering supplies. Post-high school instruction may be substituted on a year-for-year basis for purchasing or stores experience to a maximum of two years;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: TRAVEL MANAGER
JOB CODE: C7079

CLASS SUMMARY/DEFINITION:

The Travel Manager is responsible for ensuring that employees' travel reimbursements are processed in accordance with Management Directives, Commonwealth of Pennsylvania and agency procedures in a timely manner. In accomplishing this task, the employee serves as Agency Coordinator for the Commonwealth Corporate Card Program, Office of the Budget and PNC Bank. Work involves providing guidance with application submission, processes delinquency reports, writes disciplinary letters and adds support and technical assistance to Pennsylvania Gaming Control Board (PGCB or Board) staff. The employee approves all Purchasing Card transactions in the PNC Bank Works system to be sure the Pennsylvania Gaming Control Board (PGCB or Board) is in compliance with both the Commonwealth and Agency policies and procedures and coding funds are correct, represents PGCB in negotiating contracts with vendors (hotels/convention centers/universities) in regards to conferences/open forum meetings and public hearings, communicates with PGCB personnel, other Commonwealth agencies and vendors pertaining to policies, procedures and related payment issues, analyzes the appropriate SAP work flow box to assure that all travel documents are processed on a timely basis, and is the liaison between the Office of the Budget, Bureau of Payroll and Operations in all matters related to travel and travel policies.

This position reports to the Procurement and Property Manager or the Director of Financial Management.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Analyzes information and keeps the agency advised of policy changes and potential impacts.

Provides training and guidance to all employees in Employee Self Service (ESS), travel expense reimbursement including decision making involving policy interpretation.

Communicates orally and in writing; analyze and interpret data; devise solutions; understand and follow policies, procedures, rules and directives.

Serves as liaison between our department and Bureau of Commonwealth Payroll Operations and Department of Treasury.

Trouble shoots all problems with Bureau of Commonwealth Payroll Operations (BCPO) and Department of Treasury.

Conducts training to employees in the ESS – travel manager system to become travel arrangers.

Secures airline/train travel arrangements for employees and issues hotel orders as necessary.

Serves as Agency Coordinator for PNC Visa Corporate Cards and Purchasing Cards.

Processes general invoices, purchase orders, and procures contracts with facilities securing meeting rooms, catering services for meetings and conventions and overnight room accommodations.

Serves as Training Coordinator for all agency employees and coordinates payment for courses, interprets out-service training rules and regulations.

Oversees travel and subsistence reimbursement requests and responds to inquiries by BCPO and employees regarding travel status and subsistence

Serves as the Agency Administrator for PNC Travel Card and the back-up purchasing agent for the agency.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma (or its equivalency) and four years of relevant work experience;

OR

A bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM03



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF INFORMATION TECHNOLOGY
JOB CODE: C7124

CLASS SUMMARY/DEFINITION:

This position is responsible for the overall planning, organizing, and execution of all Information Technology functions for the Pennsylvania Gaming Control Board (PGCB or Board). This includes directing all Information Technology operations to meet agency requirements as well as the support and maintenance of existing infrastructure, applications, and development of new technical solutions.

Work performed at this level has broad operational and administrative impact upon the services and programs administered by the PGCB. The Director of Information Technology is responsible for the development and implementation of information technology policies within enterprise standards; managing information technology portfolios and prioritizing the PGCB's information technology needs; and recommending the allocation of resources to improve PGCB program efficiencies by leveraging technology solutions.

This position meets with PGCB senior staff, program officials, and external partners, to determine how information technology may be used to meet agency business needs and develops corresponding agency information technology strategic plans, goals, and objectives.

Supervision may be exercised over a technical and clerical support staff. This position serves as the principal advisor to PGCB executives involving information technology matters. Work is performed with considerable independence under the general direction of the Administrative Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, organizes, and directs the information technology planning, policy development, applications services, data services, infrastructure, and customer service for the PGCB.

Develops, recommends, implements, evaluates, and updates short and long-term information technology strategic planning efforts consistent with the PGCB mission and overall Office of Information Technology (OIT) enterprise goals and objectives.

Serves as the chief information technology advisor to the agency executive staff by developing and recommending technological solutions and policies consistent with enterprise information technology business needs and resources.

Evaluates the information technology needs of PGCB organizational units, and external clients, and identifies technological developments to meet those needs.

Directs the establishment of priorities for high impact information technology initiatives and projects, develops cost estimates, determines staffing requirements, develops work plans and timelines, monitors project status, and oversees implementation.

Serves as project manager for organization-wide systems development efforts and directs and supports multiple information systems development project teams.

Directs and coordinates information technology technical support, security, planning, disaster recovery, contracted services, acquisition, implementation, maintenance, training, and operational functions for the agency.

Researches new technologies for enhancement to the agency's information technology infrastructure.

Monitors overall operational efficiency and initiates projects to improve performance.

Manages a portfolio of diverse agency information technology projects and initiatives which may require multi-agency integration and coordination.

Develops and recommends policies and procedures relative to agency-specific information technology needs and in conjunction with Office of Administration (OA)/OIT enterprise standards and contracts.

Directs the design and administration of the PGCB voice and data networks in conjunction with OA/OIT enterprise standards and contracts.

Coordinates and directs the acquisition of technical hardware, software and supplies to enhance the performance of the agency's information technology program in conjunction with OA/OIT enterprise standards and contracts.

Develops the annual information technology budget request including proposed hardware and software acquisitions.

Performs the full range of supervisory duties.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the principles, practices, and procedures associated with systems development life cycles.

Knowledge of current project management methodologies.

Knowledge of techniques associated with network design and administration.

Knowledge of database design and management and data administration.

Knowledge of current developments in the field of information technology.

Knowledge of management principles, practices, and techniques.

Knowledge of hardware, software, and services acquisition and contract management processes and procedures.

Knowledge of the principles and practices of supervision.

Understanding of OA/OIT enterprise standards and contracts, as well as OA/OIT infrastructure and infrastructure requirements.

Ability to analyze information technology operations and develop and recommend information technology policies and standards.

Ability to establish effective working relationships.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

MINIMUM EXPERIENCE AND TRAINING:

Six years of professional experience in managing the information technology programs and projects for an organization, and a bachelor's degree in Computer Science; Management, Computer or Business Information Systems or a closely related field;

OR

An equivalent combination of experience and training.

Extensive project management experience also required.

A graduate degree or second degree in the field of Management, Leadership and/or Administration is preferred.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INFORMATION TECHNOLOGY OPERATIONS SPECIALIST
JOB CODE: C7121

CLASS SUMMARY/DEFINITION:

This is highly advanced technical and administrative or lead information technology (IT) work providing a variety of IT support functions.

An employee in this job performs IT duties or leads technical or advanced technical duties in at least two of the following technical areas: applications development; networking; database administration; data administration; website administration; information security; or IT support and administration services. This is complex work in IT support and administration services which may include procurement, planning, training, project management support, quality assurance/quality management, release management, asset management, or technical writing. Work is generally performed in a networked environment and involves the application of technical IT principles and innovation to enhance complicated business processes. Employees in this job may oversee technical or advanced technical IT work or may perform lead worker duties for advanced technical work. Work is assigned in the form of objectives by an administrative or technical supervisor, is performed independently with initiative, and is reviewed for achievement of objectives and meeting the needs of the organization.

Work includes technical and administrative functions: providing project leadership involving information systems and telecommunications in a moderate to very complex technology environment; independently performing network administration functions in a complex network environment based on the necessity of integrating and managing the network and connectivity with other networks, platforms, and protocols; planning, developing, reviewing, and evaluating statewide systems, equipment, facilities, and services in the Pennsylvania Gaming Control Board (PGCB or Board); developing proposals for systems and the preparation of design criteria, design concepts, requests for proposals, and specifications for the purchase or lease of related equipment, networks, and systems; independently managing data resources through the planning, design, and implementation of systems for the PGCB; and performing work of comparable scope and complexity in information technology support and administration services in information technology procurement, user support, planning, security, and/or training.

The Information Technology Operations Specialist reports to the Director of Information Technology, PGCB.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Provides project coordination for information technology and telecommunications projects, including technical expertise and leadership for all phases of development, deployment and in the use of technology.

Plans and designs Local Area Network/Wide Area Network (LAN/WAN) systems; analyzes technical requirements, sizing, and performance of network design including the environment,

physical wiring plan, connectivity standards, hardware and software requirements and the network operating system.

Administers all LANs/WANs within the agency which includes multiple server connectivity and initiates trouble calls to other agencies or vendors to isolate and resolve system or communications related problems.

Provides consultative technical advice and assistance in the design, acquisition, installation, operation, integration, and maintenance of complex networks and infrastructure.

Manages complex procurement assignments that may include hardware, software, training, and services affecting multiple program areas or locations.

Directs and consults with vendors, consultants, or contractors providing specific services or functions for establishing and maintaining networks.

Aids in development and enforcement of agency and/or enterprise wide information technology security policies and procedures, including physical security, security awareness, and the access and use of network resources in compliance with agency standards.

Provides technical assistance to users in resolving any software, hardware, communications, system resource, security, or application problems.

Serves as a technical consultant with information technology staff for all aspects of information technology security to ensure security levels are established and maintained in compliance with agency policies.

Responds to special requests for sensitive or confidential information within federal, state, or the PGCB guidelines.

Supports the agency-wide Help Desk to aid the user with issues and problems with hardware, software, and voice/data systems.

Plans and conducts the assessment of capabilities and cost analysis of data, and computer resources to evaluate current conditions to develop planning documents for the operation and expansion or curtailment of PGCB information technology systems and services including but not limited to firewall, storage area networks, virtual servers and imaging processing.

Monitors system resources for availability, efficiency, and cost effectiveness.

Monitors the system message logs for errors and warning messages, looking for existing or potential software, hardware, network, or system problems and addresses and corrects those problems found.

Develops and administers the IT component of the agency's backup and security and disaster recovery plans, plans and organizes agency's backup, security and disaster recovery plans tests, and coordinates IT asset recovery and replacement.

Creates and maintains detailed release plans and procedures that reflect how each release will be incorporated into the existing environment and manages the risks and dependencies across all applications.

Directs or guides IT projects that require making technical architecture determinations and implementing technical solutions requiring the integration of IT functions.

Oversees or guides the assessment, development, delivery, and facilitation of formal classroom and informal IT training programs for users.

Oversees or guides staff involved in technical or advanced technical project management support functions.

Functions as a lead worker for advanced technical work by assigning and reviewing work, training employees, and performing quality control functions for the work.

Employees in this job may participate in the performance of lower level employees' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of information technology concepts and practices.

Knowledge of the component parts of personal computers, peripherals, servers, and their associated functionality.

Knowledge of the functions and capabilities of hardware and software.

Knowledge of troubleshooting techniques.

Knowledge of the use and interpretation of diagnostic utility programs used in troubleshooting problems.

Knowledge of networking concepts.

Knowledge of application development concepts.

Knowledge of database concepts.

Knowledge of web development concepts.

Knowledge of the principles and practices of information technology project management.

Knowledge of information technology security principles, methods, and techniques.

Knowledge of research principles and techniques to identify business requirements and solutions to problems.

Knowledge of hardware and software testing methods.

Knowledge of the principles and techniques of information technology documentation.

Knowledge of information technology systems performance monitoring techniques.

Knowledge of information technology strategic planning concepts and techniques.

Knowledge of cost/benefit analysis methods.

Knowledge of information systems architecture.

Knowledge of resource management principles.

Ability to analyze business processes to identify functional requirements.

Ability to read and interpret technical materials such as specifications, technical manuals, and project documentation.

Ability to identify correct logic relationships and statements.

Ability to analyze information to diagnose and troubleshoot technical problems.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

One (1) year of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance; and a bachelor's degree including or supplemented by 18 credits in Computer Science; Management, Computer or Business Information Systems; Microcomputer Technology, Information Technology, Desktop Technology or closely related field;

OR

Three (3) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance; and an associate's degree in any information technology field;

OR

Five (5) years of technical experience providing information technology user support services in a variety of areas to include: network and desktop PC support, telecommunications hardware and software installation, operation, and maintenance;

OR

An equivalent combination of experience and training that includes 18 credits in computer science; management, computer or business information systems or a closely related field, and two (2) years of experience providing information technology support services in a variety of areas to include: network and desktop PC support services, telecommunications hardware and software installation, operation, and maintenance. Equivalent clock hours in Computer Science; Management, Computer or Business Information systems may be substituted for the required credits.

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze information technology systems and information.

Interpret and apply technical material, policies and procedures.

Operate computers and related equipment.

Act as software support and provides technical assistance to other information technology staff and information technology users.

Install, configure, maintain, and troubleshoot hardware and software.

Perform hardware/software upgrades.

Develop information technology procedures.

Communicate effectively orally and in writing.

Union Pay Structure: ST09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: APPLICATIONS DEVELOPER
JOB CODE: C7086

CLASS SUMMARY/DEFINITION:

This is highly advanced technical or lead work in the analysis, planning, design, programming, and maintenance of computer applications.

The work includes analyzing, planning, designing, developing, programming, testing and debugging, maintenance, and documentation of highly complex computer applications to fulfill the needs of the Pennsylvania Gaming Control Board's (PGCB or Board) business systems. Work at this level includes the assignment and accountability for highly complex computer application development projects; or the permanent assignment of lead worker responsibilities for developers performing advanced technical work; or independent application development and maintenance of a major departmental system or group of systems so critical to core business functions that inoperability would significantly impact/impair operations.

The highly advanced technical role includes the assignment and accountability for highly complex application development or customization projects for new or existing major agency systems that provide core business functions. This may involve providing project leadership and direction in applications development or customization, project planning, establishing project requirements, scheduling and assigning work, monitoring application development progress, and making application architecture determinations as the lead functional architect.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Meets with users or business users to determine business or existing system inefficiencies or problems, objectives and operational needs, level of utilization of existing systems, and computer technology capability to identify information technology alternatives and provide solutions for improving operations.

Develops, leads, or oversees the development of objectives for proposed systems characterized by the existence of multiple functions integrated into single systems, including the logical model for the systems, process logic definitions, critical data elements, and logical system design to meet the user's requirements.

Performs, leads, or oversees the identification and evaluation of alternative design options for business systems supporting multiple applications, including the technical and economic feasibility of each alternative and develops, presents, and advises users and higher-level managers on recommendations for systems parameters, including proposed schedule and projected costs for development.

Develops, leads, or oversees the development of specifications for proposed business systems supporting multiple business applications, including report layouts, screens, input documents and forms file design, forms design, and physical file structure.

Determines database requirements and prepares database design for highly complex systems.

Ensures the appropriate incorporation of information security policies, principles, and practices in application requirements including determining user roles, coordinating security requirements with other IT areas, and developing application disaster recovery procedures.

Performs, leads, or oversees system and program coding and ensures that the coding is consistent with the system requirements and design and applies and conforms to application procedures and standards.

Performs, leads, or oversees the development of procedures and application code to integrate multiple complex applications.

Performs, leads, or oversees system testing and follows quality procedures including creating and maintaining functional scenarios, creating unit and system test documents and plans, creating user acceptance documents and plans, performing regression testing, authoring testing scripts, and testing data security and backup.

Prepares, leads, or oversees the preparation of various system documents to ensure that the system is correctly documented including strategy studies, functional specifications, feasibility studies, code documentation best practices, test scripts, implementation plans, and user manuals.

Provides and coordinates training to users on newly developed, modified, or customized systems.

Develops plans to make an orderly transition from an existing system to a new system.

Meets with users to gain their formal acceptance of new system applications or enhancements prior to implementation.

Acts as primary contact with users, business analysts, and management regarding complex and multi-function system operations and new developments, corrections, and enhancements they may require.

Serves as a consultant and technical advisor to users regarding new software and technology that may improve or streamline system operations and advises on costs and cost effectiveness in making system revisions or changes.

Coordinates with management, program staff, and selected vendors; monitors and reports on project progress; resolves critical development issues; and advises management of any delay or problem which would impact adherence to the project completion time frames.

Serves as a technical expert during the process to evaluate and select vendors.

Manages contracts by meeting with vendors and reviewing status reports, work products, and invoices to ensure that the work was completed correctly and as described in contract.

Makes decisions for application development projects regarding efficiency, scalability and growth, reusability of components, integration and interaction of the system, and appropriate framework, platforms, and standards.

Designs, develops, and implements application architectures which define the interrelationships among individual applications and the infrastructures that support them.

Conducts analyses, investigates parameters, and develops prototypes for employing complex or emerging technologies into applications development projects and architectures.

Reviews highly complex commercially available software to determine whether available products meet system requirements or whether traditional application development is required.

Performs highly complex customizations of commercially available software products to provide functionality not originally provided.

Performs highly complex business intelligence functions for data warehouses including the design, development, implementation, and maintenance of multi-dimensional cubes and reports.

Develops highly complex middleware solutions including the analysis, configuration, and implementation of data communications solutions ensuring interoperability between multiple applications across heterogeneous platforms.

Employees in this job may participate in the performance of lower level employees' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the system development life cycle.

Knowledge of the principles and practices of information technology project management.

Knowledge of computer programming techniques.

Knowledge of business process analysis methods.

Knowledge of system design and system flow concepts.

Knowledge of data management concepts.

Knowledge of data modeling methods and techniques.

Knowledge of business process modeling methods and techniques.

Knowledge of computer programming maintainability, reusability, reliability, availability, usability, and scalability.

Knowledge of resource management principles.

Knowledge of information life cycle management.

Knowledge of information security practices as they relate to information technology.

Knowledge of research principles and techniques to identify business requirements and solutions to problems.

Knowledge of information technology strategic planning methodologies and techniques.

Knowledge of practices in applications and systems development methodologies, such as assisted systems engineering, rapid application development, joint application development, unified process, rational unified process, and shared application development approaches.

Knowledge of the principles and techniques of application development documentation and strategies.

Knowledge of the tools used throughout all stages of software development.

Knowledge of the hardware to build and execute an application.

Knowledge of application impact on infrastructure components such as CPU utilization, memory, disk input and output, and the network.

Knowledge of operational procedures such as job control language, job scheduling, job restart, and job error handling.

Knowledge of object-oriented application development techniques.

Knowledge of database concepts.

Knowledge of training techniques.

Knowledge of task estimation principles.

Knowledge of status reporting techniques.

Knowledge of the principles and practices of applications architecture.

Knowledge of multiple levels of application testing techniques such as unit, system, user, and stress.

Knowledge of techniques to manage projects, change requests, and problems.

Ability to analyze business processes to assess data requirements.

Ability to analyze business processes to identify functional requirements.

Ability to analyze business processes to assess solution requirements.

Ability to identify correct logic relationships and statements.

Ability to read and interpret technical materials such as specifications, technical manuals, and project documentation.

Ability to analyze information to diagnose and troubleshoot technical problems.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

One (1) year of technical information technology experience in applications development and/or business process analysis and a bachelor's degree in Computer Science; Management, Computer or Business Information Systems or a closely related field;

OR

Three (3) years of information technology experience in applications development or applications maintenance, and an associate's degree in any information technology field;

OR

Five (5) years of technical information technology experience in applications development and/or business process analysis.

SPECIAL REQUIREMENTS:

Experience with the following technologies are a requirement for this position:

- Structured Query Language (SQL) for Microsoft SQL Server
- ASP.NET Framework
- ASP.NET AJAX
- JavaScript
- Windows Communication Foundation (WCF)

Experience with the following technologies is preferred but not required:

- VB.NET
- Telerik Reporting
- Telerik UI for ASP.NET AJAX

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze business processes to assess data, functional and solution requirements.

Interpret and apply technical materials, policies and procedures.

Analyze information to diagnose and resolve technical or application issues.

Code, test, debug, document and install modified and new programs/applications.

Communicate effectively orally and in writing.

Operate computers and related equipment.

Develop information technology procedures.

Union Pay Structure: ST09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INFORMATION TECHNOLOGY GENERALIST
JOB CODE: C7099

CLASS SUMMARY/DEFINITION:

This is advanced technical information technology (IT) work providing a variety of IT support functions.

An employee in this job performs a broad range of administrative and highly advanced IT duties in at least two of the following technical areas: applications development; networking; database administration; data administration; website support; information security; or IT support and administration services. Work at this level of IT support and administrative services may include procurement, planning, training, project management support, quality assurance/quality management, release management, asset management, or technical writing. Work is generally performed in a networked environment and involves the application of advanced technical IT principles to manage information for the business area in accordance with Commonwealth and/or agency standards. Work is performed independently or in a technical group and assigned by an administrative or technical supervisor or lead worker. Work is reviewed for conformity to operating procedures, overall IT systems performance, and quality and effectiveness of IT services provided.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Conducts analysis studies of present methods, applications, objectives and all pertinent data, followed by the design of improved systems, using automated technology equipment and techniques. Manages and supports connectivity for complex local and wide area systems, a wide variety of hardware and software, and many varied peripherals.

Provides project coordination for information technology and telecommunications projects, including technical expertise and leadership for all phases of development in the use of technology.

Participates on a team of technical staff involved in evaluating, recommending and coordinating the purchase of software and hardware needed to upgrade agency capability consistent with the agency's IT strategic plan.

Provides consultative technical advice and assistance in the design, acquisition, installation, operation, integration, and maintenance of complex voice/data telecommunications.

Participates in the development of the IT strategic plan through coordination with agency managers to align IT systems with the agency's mission.

Meets with users to determine existing business processes, business objectives and requirements, operational needs, level of utilization, and computer equipment capability to design or modify a technology solution that will meet their needs.

Proposes best methods for web page layout and design to users and advises the users about PGCB's communications guidelines.

Develops and maintains monitoring scripts and schedules to monitor web site availability and efficiency and ensure services are running appropriately on the site.

Enforces and aids in developing agency and/or enterprise wide information technology security policies and procedures, including physical security, security awareness, and the access and use of network resources in compliance with agency standards.

Provides technical assistance to users in resolving any software, hardware, communications, system resource, security, or application problems.

Develops IT components of the agency's continuity of operations and disaster recovery plans, plans and organizes IT continuity of operations tests, and coordinates IT asset recovery and replacement.

Supports and implements agency wide IT recovery planning using specialized recovery software, processes and IT best practices to ensure that highly sensitive and/or critical systems in compliance with agency policies.

Develops configurations and instructions and provides support in the maintenance and operation of videoconferencing systems.

Responds to special requests for sensitive or confidential information within federal, state, or the PGCB guidelines.

Supports the agency-wide Help Desk to aid the user with issues and problems with hardware, software, and voice/data systems.

Installs, configures, and supports applications used by PGCB which are commercially purchased or internally developed.

Plans and conducts the assessment of capabilities and cost analysis of voice, data, and computer resources.

Reviews, evaluates, and reports on the capabilities and limitations of industry technologies relative to the agency's systems environment and participates in developing: network and systems requirements; operational design criteria; requests for proposals; cost estimates; and acceptance testing for commercially purchased and/or internally developed products or systems.

Monitors system resources for availability, efficiency, and cost effectiveness. Monitors the system message logs for errors and warning messages, looking for existing or potential software, hardware, network, or system problems and addresses and corrects those problems found.

Works with and advises project team members in the proper use of storage technologies under Office 365.

Evaluates and recommends information technology vendors for contract award.

Reviews and monitors contractor performance in accordance with specifications.

Assesses, develops, delivers, and facilitates formal classroom and informal IT training programs for users.

Manages complex IT projects following the agency's or Commonwealth's project management methodology.

Plans and constructs test plans for highly complex systems and system components and performs testing which may include automated test scripts for these systems.

Develops and evaluates metrics across IT functions to ensure quality standards are being met.

Manages the release process by working closely with other technical and program area teams and within established procedures.

Develops and maintains hardware and software asset management procedures, processes, systems, and measurements and makes recommendations on complex asset management activities and decisions.

Develops standards and guidelines for IT technical writing for the agency.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of information technology concepts and practices.

Knowledge of the component parts of personal computers, peripherals, servers, and their associated functionality.

Knowledge of the functions and capabilities of hardware and software.

Knowledge of troubleshooting techniques.

Knowledge of the use and interpretation of diagnostic utility programs used in troubleshooting problems.

Knowledge of networking concepts.

Knowledge of application development concepts.

Knowledge of database concepts.

Knowledge of web development concepts.

Knowledge of the principles of information technology project management.

Knowledge of information technology security principles, methods, and techniques.

Knowledge of research principles and techniques to identify business requirements and solutions to problems.

Knowledge of hardware and software testing methods.

Knowledge of the principles and techniques of information technology documentation.

Knowledge of information technology systems performance monitoring techniques.

Knowledge of information technology strategic planning concepts.

Knowledge of web site development including navigational structure.

Knowledge of web page authoring techniques and tools.

Knowledge of web development programming languages.

Knowledge of web testing processes and procedures.

Knowledge of web accessibility and usability design techniques.

Ability to analyze business processes to identify functional requirements.

Ability to read and interpret technical materials such as specifications, technical manuals, and project documentation.

Ability to identify correct logic relationships and statements.

Ability to analyze information to diagnose and troubleshoot technical problems.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

Two years of information technology experience that includes one year of technical information technology experience in network operation or network maintenance, web site development or web site design, in telecommunications hardware and software installation, operation, and maintenance or other information technology support/administration services, and an associate's degree in any information technology field;

OR

Four years of information technology experience that includes one year of technical information technology experience in network operation or network maintenance, web site development or web site design, in telecommunications hardware and software installation, operation, and maintenance or other information technology support/administration services;

OR

A bachelor's degree in any information technology field.

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze information technology systems and information.

Interpret and apply technical material, policies and procedures.

Operate computers and related equipment.

Perform hardware/software upgrades.

Provide technical assistance to information technology users.

Communicate effectively orally and in writing.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF GAMING LABORATORY OPERATIONS
JOB CODE: C7096

CLASS SUMMARY/DEFINITION:

The Director of Gaming Laboratory Operations is responsible for providing technical and managerial direction and oversight to the Office of Gaming Laboratory Operations (OGLO). The Director will have an in-depth knowledge of the policies and procedures which dictate the manner in which the slot machines, table games, associated equipment, and related gaming technology operate. Work includes assuring that policies and procedures are in compliance with established Pennsylvania Gaming Control Board (PGCB or Board) regulations and that professional technical design/review standards of the slot machines, table games, associated equipment and related gaming technology comply when proposed for approval. Supervision is exercised over a professional and technical staff.

The Director of Gaming Laboratory Operations reports to the Administrative Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Responsible for the testing, and certification, of slot machines, table games and related technical equipment as mandated by Act 71.

Develops and/or recommends policy changes to meet the technological innovations of slot machines, table games and associated equipment to ensure that the integrity of the industry is retained.

Develops policies and procedures that assure all products proposed for approval are in compliance with Act 71; and the prevailing regulations, technical standards and statements of policy adopted by the Board.

Directs and oversees personnel regarding demonstration, training or technical guidance of gaming technology as required by other Bureaus or entities.

Develops and maintains a variety of statistical reports relative to the operation of the Office of Gaming Laboratory Operations.

Directs investigative inquiries into alleged cheating incidents, patron complaints, Department of Revenue inquiries and regulatory violations involving slot machines, table games or associated equipment.

Provides recommendations, to the Executive Director and Administrative Director, regarding Gaming Laboratory submission approvals and development of regulations regarding gaming technologies.

Communicates with manufacturers and licensees regarding table game theme mathematical reviews, software and hardware revocations, and other submissions received and reviewed by the OGLO.

Reviews proposed legislation, regulations and statements of policy related to the Gaming Laboratory and gaming technology; Provides feedback, recommendations, and summary reports, as needed, for the Administrative Director, Executive Director or Board.

Provides guidance and oversight to personnel relative to statistical analysis and gaming technology issues and procedures; establishes goals and objectives for subordinate professional staff. Represents the agency at legislative meetings and hearings, as needed, related to the Gaming Laboratory or gaming technology.

Serves as the agency liaison with independent testing laboratories to ensure testing is aligned, and in accordance with the Gaming Act, regulations, technical standards and statements of policy.

Directs and oversees technological applications related to the Gaming Laboratory to improve productivity, communications and workflow.

Provides guidance and training to the Bureau of Casino Compliance, specifically the Technical Field Representatives, related to gaming technology installs, inspections, and new products

Oversees, the coordination with the Bureau of Casino Compliance, Technical Field Representatives on all progressive and jackpot reviews.

Continually researches and keeps abreast of industry trends and innovations, to ensure the Gaming Laboratory and subordinate staff are prepared for new gaming technologies and upcoming projects

Performs a full range of managerial and supervisory functions.

Performs related duties as required.

MINIMUM EXPERIENCE AND TRAINING:

A Bachelor's degree in a related field and five years of progressively responsible management in a gaming laboratory environment which includes at least two years of establishing goals and operational policies and procedures for professional subordinates involved in engineering and statistics;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: GAMING LABORATORY MANAGER
JOB CODE: C7039

SERIES NATURE OF WORK: This is first level supervisory work reporting to the Director within the Office of Gaming Laboratory Operations within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is professional and technical supervisory work over electronics engineers and/or statisticians within the Office of Gaming Laboratory Operations (GLO). This work includes the planning, development, implementation, improvement and evaluation of the Pennsylvania Gaming Control Board's GLO programs and functions.

The employee in this job is responsible for performing supervisory work over a unit of statisticians and/or electronics engineers. The employee will also perform advanced professional work in reviewing gaming laboratory functions and procedures in close association to the Director of Gaming Laboratory Operations. At the direction of the Director, the work involves the development and improvement of new or existing functions, procedures and policies. The work involves the analysis and evaluation of the gaming laboratory functions performed under the Pennsylvania Race Horse Development and Gaming Act to streamline processes, to enhance service and to create process effectiveness and efficiencies. The work involves participating in business process evaluation and enhancement efforts within PGCB and assisting in steering program and process improvement for gaming laboratory activities and functions. Work involves developing materials and training staff on new or existing processes, methods or technologies. Work may also include in the absence and/or at the direction of the Director serving as a primary contact point with the gaming industry regarding gaming laboratory matters; attending meetings on the Director's behalf; and preparing reports, correspondence and presentations. Work may include participation in the selection of personnel. Work is performed independently under the general direction of the Director and is reviewed through conferences and reports.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Performs professional and technical supervisory work in planning, development, implementation, improvement and evaluation of programs, policies, procedures and regulations related to gaming laboratory matters regulated by PGCB.

Analyzes and evaluates gaming laboratory policies, procedures and functions to assist the Director in establishing or revising gaming laboratory goals, objectives, and quality assurance measures.

Trains, delegates and prioritizes workload among assigned staff.

Provides expert procedural knowledge (when assigned/referred) regarding investigations into alleged cheating incidents involving all gaming technology, malfunctions of gaming technology and patron complaints.

Works with Independent Testing Laboratory (ITL) liaisons about Pennsylvania (PA) statutes and regulations (technical standards) with emphasis on creating the interpretation and implementation of the same.

Creates status/pending work reports for the Director and GLO staff.

Works with the Director of Cyber Security on network security, encryption systems, and software verification tools.

Assists the Director of Cyber Security with the release notes process when requested.

Creates and updates internal laboratory testing scripts and external laboratory forms based on new technical standards, regulations and laws being put into place or specific bugs that have become known.

Prepares quarterly billing reports for Director to review including tracking billing hours for themselves as well as ensures accuracy of staff time.

Prepares submission letters for review and reviews letters written by staff.

Keeps monthly and yearly GLO statistics, such as submissions received, submissions withdrawn, submissions rejected and submissions approved.

Ensures accuracy of information maintained in GLO databases.

Conducts meetings and calls with manufacturers, independent testing labs, licensed facilities, interactive gaming operators, terminal operators, and other customers or stakeholders.

Performs more difficult or specialized work that needs to be approved by the Director of Gaming Laboratory Operations.

Supervises and aids in the analysis and testing of submissions, equipment and gaming devices to ensure accuracy and completeness as well as compliance with PA's/PGCB's technical standards, statute and regulations.

Supervises or performs verification via independent analysis of simulation programs submitted by manufacturers and used for mathematical, statistical and probability calculations to determine accuracy and, with regard to regulatory goals, integrity.

Supervises or determines the combinatory outcome of all payouts represented in the submitted game theme using probability, statistics and permutation formulas.

Supervises or aids in selecting appropriate statistical tools to analyze the collected data to determine the randomness in the application of the pseudo random number generator including chi-squared test, runs test and a serial correlation test.

Reviews or creates reports and graphs to document the analysis and findings.

Confirms statistical analysis of gaming devices and may explain outcomes or results to Executive Director, Administrative Director, or GLO Director.

Coordinates with field units to verify that progressive parameters are within compliance.

Verifies accuracy of award tables, rules and game description.

Configures, tests, analyzes and verifies gaming equipment.

Oversees and interfaces gaming equipment with game monitoring systems and related equipment.

Reviews or assesses gaming device viability and reliability.

Supervises or tests and verifies the accuracy of slot machine, electronic wagering terminals (EWT), and video gaming terminal (VGT) communication with the central control computer system.

Supervises or tests and analyzes accuracy of all gaming technology required to communicate with all systems and subsequent modifications.

Reviews or writes computer programs to perform various computations and simulations.

Participates in and conducts laboratory tours, and demonstrations of systems or games for Executive staff.

Researches and compiles data for the Director in preparation of meetings and official responses.

Participates in the interviewing, hiring and training of candidates or employees.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives, reviews and approves/disapproves leave requests and travel expenses from subordinates, manages overtime, work schedules and time tracking.

Aids in investigating complaints involving misconduct of subordinates and recommends corrective action when necessary.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Communicates to Director personnel issues and pertinent information that affects deadlines.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws, regulations, policies and procedures applicable to the gaming laboratory regulatory review and approval process.

Knowledge of the gaming industry's business practices and operations.

Knowledge of the principles and practices of public administration, government operations, and public speaking.

Knowledge of computerized systems used to support gaming laboratory functions and processes.

Knowledge of the principles and methodology used in the collection, analysis, and presentation of statistical, engineering or administrative data.

Knowledge of techniques used in analysis, evaluation and planning.

Knowledge of software development principals and ability to review source code.

Ability to analyze, evaluate and/or make recommendations on proposed regulations, policies or procedures related to gaming laboratory activities conducted under PGCB's regulatory authority.

Ability to learn to use various automated gaming laboratory systems.

Ability to apply regulations and legislative requirement to the gaming laboratory process.

Ability to coordinate gaming laboratory regulatory administrative work; the establishment of work/project priorities; the development or revision of workflow for processing and evaluation; and the evaluation of recommendations and reports in the resolution of technical or operational difficulties.

Ability to express ideas clearly and concisely, orally and in writing in English.

Ability to establish and maintain an effective working relationship with PGCB staff, independent laboratories and licensees.

MINIMUM EXPERIENCE AND TRAINING:

Three years of experience in progressive or advanced professional or administrative work in a gaming laboratory or other gaming evaluation program requiring the application of statutes, regulations and policies and a bachelor's degree in Statistics, Applied Mathematics, Electrical Engineering, Computer Engineering, Software Engineering or Information Technology;

OR

Any equivalent combination of related bachelor's degree, experience and or training which includes advanced professional or administrative work related to gaming laboratory operations.

BASIC ESSENTIAL JOB FUNCTIONS:

Hardware and software knowledge related to gaming technology.

Analyzes data and information and develops recommendations.

Performs random number generator evaluation methodologies and slot machine numerical analysis.

Develops, interprets and evaluates programs, policies and procedures.

Interprets regulations.

Establishes working relationships.

Communicates effectively verbally and in writing in the English language.

Operates a personal computer, telephone and other office equipment.

Works in an office setting including testing laboratory, that may include flashing lights and noise.

Works in gaming laboratory environment which may include lifting, bending, squatting, twisting, stepping over wires and working on the floor.

Works in cooler environment.

Uses hand tools, drill, slot machine lift, and pallet jack.

Travels occasionally.

Union Pay Structure: ST09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ELECTRONICS ENGINEER
JOB CODE: C7032

CLASS SUMMARY/DEFINITION:

This position is responsible for evaluating gaming devices, modifications to gaming devices, slot monitoring systems, ancillary equipment, conducting investigations and performing other work-related duties as assigned.

Supervision is received from a Gaming Laboratory Manager.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Assesses gaming device viability and reliability.

Analyze equipment for compliance with appropriate regulations.

Confirm accuracy and completeness of submission checklists.

Tests and verifies the accuracy of slot machine communication with the central computer system.

Tests and analyzes accuracy of slot monitoring systems and subsequent modifications.

Tests and analyzes kiosks used for voucher redemptions in connection with gaming operations.

Writes computer programs to perform various computations and simulations.

Investigates alleged cheating incidents involving electronic equipment.

Investigates gaming devices involved in player disputes and furnish reports as requested.

Confirms statistical analysis of gaming devices.

Performs in-depth analysis and testing of gaming devices.

Assists in seizure of electronic equipment suspected of use in illegal activities.

Trains personnel in gaming equipment inspection procedures as appropriate.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree in Electrical Engineering, Computer Engineering, Software Engineering, or Computer Science and two years of progressively responsible experience in microprocessor

systems analysis, design, and programming in Assembly, C, C++, C# or other common development languages;

OR

Two or more years' experience in gaming product testing and analysis;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: STATISTICIAN
JOB CODE: C7040

CLASS SUMMARY/DEFINITION:

Under administrative direction of the Gaming Laboratory, responsible for evaluating the theoretical return for each gaming theme submitted for review with particular attention to specific rules involving payout percentages, odds, volatility, symbol weights, bonus triggers and the specific rules of each game play. Perform analysis of pseudo random number generators used for gaming purposes.

Supervision is received from a Gaming Laboratory Manager.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Perform sufficient analysis of each different game theme to ensure compliance with regulations regarding payback percentage, volatility, odds of all available awards, symbol weights, rules for bonus triggers and any unique rules for each game.

Verification via independent analysis of simulation programs submitted by manufacturers and used for mathematical, statistical and probability calculations to determine accuracy and, with regard to regulatory goals, integrity. Simulation programs are used to run a series of statistical tests to produce a confidence limit of attributes that are permissible within the rules.

Determines the combinatory outcome of all payouts represented in the submitted program using probability, statistics, and permutation formulas.

Develops computer algorithms to assist the agency in performing the necessary mathematical, statistical and probability calculations required for game analysis.

Uses the appropriate statistical tools to analyze the collected data to determine the randomness in the application of the pseudo random number generator to include chi² test, runs test, and a serial correlation test.

Creates reports and graphs to document the analysis and findings.

Confirm accuracy and completeness of submission packages and accuracy of accompanying checklist(s).

Confirm statistical analysis of gaming devices.

Coordinates with field units to verify that progressive parameters are within compliance.

Verifies accuracy of award tables, rules and game description.

Travels as necessary to complete assignments.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in Statistics or Applied Mathematics or two years of progressively responsible experience in the application of statistical analysis, and programming in SAS or other analytical languages;

OR

Two or more years' experience in gaming product analysis;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to work in a smoking and non-smoking casino environment.

Ability to work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Ability to operate an automobile.

Ability to travel as required.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF COMPULSIVE AND PROBLEM GAMBLING
JOB CODE: C7074

CLASS SUMMARY/DEFINITION:

The Director of Compulsive and Problem Gambling serves as the head of the Office of Compulsive and Problem Gambling and will research, develop and administer all programs designed to prevent, educate and treat compulsive and problem gambling in the Commonwealth, in compliance with the Pennsylvania Race Horse and Development Act ("Act 71"), 4 Pa.Cons.Stat. §§ 1101-1904, and the regulations promulgated thereunder.

The Director of Compulsive and Problem Gambling reports directly to the Administrative Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Reviews the compulsive gambling plans and procedures of all entities that have submitted slot machine applications with the Pennsylvania Gaming Control Board (PGCB or Board) or have been granted licensure with the PGCB, to ensure that the plans and procedures comply with the minimum requirements of 58 Pa. Code §§ 501, 501 and 513 regarding compulsive, problem, self-excluded, intoxicated and underage gambling.

Maintains the self-exclusion list and coordinates with the Bureau of Investigation and Enforcement regarding self-exclusion intake and the dissemination of the self-exclusion list.

Collaborates with the Department of Health and the Pennsylvania Council on Problem Gambling to implement the provisions of 4 Pa.Cons.Stat. § 1509 (relating to Compulsive and Problem Gambling Program).

Liaises with the public, treatment providers, compulsive gamblers assistance organizations, media and others regarding recognition and prevention of compulsive and problem gambling.

Maintains an understanding of the addiction of pathological gambling and related studies.

Oversees funding for Compulsive and Problem Gambling Programs.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree and a Professional degree required;

OR

An equivalent combination of education and experience.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: PROGRAM ANALYST
JOB CODE: C7118

CLASS SUMMARY/DEFINITION:

This is professional work in planning, developing, and monitoring of Pennsylvania Gaming Control Board (PGCB or Board) programs. An employee in this class collects, organizes, analyzes, and presents data for planning, developing, and monitoring of PGCB programs. Work involves the development and recommendation of plans, policies, and/or standards to enhance the effectiveness of PGCB programs. Work is performed with considerable independence with a general review upon completion.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Collects, organizes, analyzes, and presents data for planning, developing, and monitoring of PGCB programs.

Collects and analyzes information required to develop PGCB programs and policies.

Develops and/or revises PGCB program regulations, guidelines, standards and procedures.

Collects, analyzes, and prepares data for Bureau and Agency planning.

Reviews PGCB programs for compliance with state and Federal requirements.

Provides technical assistance to public and private agencies in the development and evaluation of PGCB programs.

Advises public and private agencies of Federal and state requirements concerning planning, contract development, funding, program services, and other PGCB related matters.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of principles and practices of public administration.

Ability to develop, interpret, and evaluate program policies and procedures.

Ability to plan, organize, and carry out assignments effectively.

Ability to review, analyze, and make recommendations concerning PGCB programs.

Ability to present the results of analysis and evaluation effectively in oral and written form.

Ability to establish and maintain effective working relationships with associates, subordinates, and representatives of other governmental agencies.

MINIMUM EXPERIENCE AND TRAINING:

Two years of work experience in a professional office setting including one year of program planning, developing, and monitoring experience of the same;

OR

An equivalent combination of experience and training.

A bachelor's degree is preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

BUREAU OF GAMING OPERATIONS



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF GAMING OPERATIONS
JOB CODE: C7096

SERIES NATURE OF WORK: This is the highest level of work within the Bureau of Gaming Operations within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is professional, managerial and administrative work in directing, planning, implementing, auditing and evaluating programs, regulations and controls for slots, table games, and other gaming activities offered at land-based facilities or through interactive, internet or mobile devices conducted by licensed gaming entities or entities seeking to be licensed in the Commonwealth of Pennsylvania in accordance with the Pennsylvania Race Horse Development and Gaming Act.

An employee in this job performs or directs, through subordinate or other (PGCB) staff as appropriate, the activity of reviewing, verifying or auditing the operations of slots, table games, Video Gaming Terminals (VGTs), sports wagering, fantasy contests and other gaming activities with regulations and controls to ensure the integrity of gaming, in conjunction with the Bureau of Casino Compliance, Bureau of Sports Wagering Operations and the Office of Gaming Laboratory Operations. The employee develops or guides policies, procedures, standards and guidelines for activities relative to gaming conducted by licensed gaming entities within licensed casinos, other land-based operations and/or via internet and mobile gaming platforms as authorized by the Board. An important aspect of this work is the responsibility for the integration of the compliance, control and audit programs' work with other bureaus or offices in the Pennsylvania Gaming Control Board, and with the overall mission and duties of the Board. Work includes directing or reviewing internal controls and other required regulatory submissions covering virtually every aspect of gaming operations; directing the audit unit in the performance of compliance audits focused on operational and monetary matters within gaming operations including but not limited to slots, table games, VGTs, sports wagering, fantasy contests and interactive gaming (iGaming); and overseeing the evaluation, verification and validation of approved iGaming programs, platforms, software and games. Work also includes serving as the lead for internal controls for casino openings and serving as lead for iGaming openings and testing. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees; making assignments; directing the priorities of the Bureau, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. Work includes participating in budgetary and fiscal activities and discussion and managing operations in a fiscally prudent fashion. Work may include drafting revisions or providing input into the development or revision of regulations. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work includes travel to conduct openings or representing the Bureau in meetings, hearings, and public forums. The Executive Director assigns work to the Director in the form of broad goals and objectives, and the employee exercises considerable

judgment in determining priorities, goals, and objectives in conjunction with other directors, supervisors or managers. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans and directs operations of the PGCB's Bureau of Gaming Operations.

Develops, directs, implements, evaluates and oversees policies and procedures with regard to reviewing, verifying, auditing or reporting for slots, table games and other gaming activities, and compliance monitoring and reporting for iGaming and integrates activities with the overall mission of the Pennsylvania Gaming Control Board, in conjunction with other bureaus or offices.

Develops, implements, and evaluates gaming operations controls and audit programs to ensure compliance with law and regulations and as needed, refers matters or issues to other entities within PGCB to ensure appropriate action is taken by PGCB.

Oversees the evaluation, verification and validation of approved iGaming programs, platforms, software, and games to ensure compliance with law, regulations and controls and as needed, refers matters or issues to other entities within PGCB to ensure appropriate action is taken by PGCB.

Applies regulations, policies, procedures, standards, and objectives of program activities for subordinates or other PGCB personnel regarding gaming operations controls for land-based casinos and interactive gaming as well as compliance and revenue monitoring for iGaming and audits.

Oversees the utilization of information technology-based systems for processing work and aids in the evaluation of information technology programs to enhance effectiveness and efficiencies of gaming operations compliance, controls, and auditing work.

Directs through subordinate managers the review and evaluation of iGaming products and compliance, internal controls, and audit protocols of gaming operations.

Fosters a culture of innovation and collaboration across the Bureau of Gaming Operations.

Directs the review and approval of gaming operations' internal controls.

Directs and oversees the audit of gaming operations including but not limited to slot machines, table games, VGTs, sports wagering, fantasy contests and iGaming.

Reviews and analyzes information, reports, and other communications to determine trends and effectiveness.

Approves, with Executive Director oversight, requests for changes to gaming operations controls for relief from regulations.

Supervises or provides guidance on the content of gaming operations controls to allow the gaming industry to implement new plans or modify existing plans.

Works with the Board's Office of Enforcement Counsel and Bureau of Investigations and Enforcement staff on all matters of mutual interest.

Serves as a liaison or represents the Board and/or Bureau with numerous internal and external contacts including but not limited to gaming industry management employees and gaming manufacturers, legislators, Department of Revenue employees, public and other entities within PGCB.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing the gaming operations in Pennsylvania.

Analyzes, develops, and organizes gaming operations issues and clearly present issues or findings orally and in writing to brief the Executive Director, Board members and the gaming industry.

Prepares and/or reviews letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forums.

Reviews proposed legislation for possible impact on gaming operations, audits and internal controls, and iGaming and provides analysis on such to the Executive Director and/or Chief Counsel.

Participates in budget and fiscal activities and manages operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Investigates or aids in investigating complaints involving possible misconduct by bureau employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex investigations or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing regulated gaming industry in Pennsylvania.

Knowledge of the techniques of gaming operations controls and audits and liaison responsibilities within PGCB.

Knowledge of procedures and techniques utilized in evaluating the effectiveness of gaming operations controls, iGaming platforms, programs or software, and audits.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel, and leave.

Knowledge of and familiarity with the scope and objectives of a gaming controls and audit functions.

Knowledge of and familiarity with gaming terminology.

Knowledge of and familiarity with the principles of revenue reporting and taxation.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations to the gaming industry, stakeholders, and the public.

Ability to analyze and apply regulations pertaining to the licensure and activities of gaming entities.

Ability to analyze and review revenue and other financial reports.

Ability to analyze and apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contract.

Ability to plan, assign, direct, and evaluate the work of subordinate(s).

Ability to establish and maintain effective working relationships with subordinate(s), Board members, state officials, entities in the gaming industry, other management staff in PGCB and the public.

Ability to provide advice, consultation, and leadership in gaming operations controls and audit matters.

Ability to integrate the work of gaming operations with the overall mission of the Board.

Ability to give testimony in court and represent the Board in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from gaming operations controls and audits.

Ability to conduct gaming operations control and audits activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of the PGCB's gaming operations and audits program.

Ability to establish administrative procedures and operation and to evaluate efficiency and effectiveness of the bureau.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Seven years of experience in gaming regulation, gaming operations, audits or related field including two years of supervisory or professional administrative experience and a bachelor's degree;

OR

Five years of experience as a Director of iGaming Compliance Operations, Compliance Manager or Audit Manager within the PGCB;

OR

Any equivalent combination of experience and training

BASIC ESSENTIAL JOB FUNCTIONS:

Develops and implements programs, policies, and procedures.

Analyzes data and information and develops findings.

Analyzes and applies regulations, policies, and procedures.

Computes basic and intermediate mathematical formulas.

Comprehends rules of games

Plans and directs work activities.

Evaluates the effectiveness of internal control activities.

Supervises staff.

Reads, writes, speaks, understands, and communicates in English language sufficiently to perform the duties of the position.

Establishes and maintains effective working relationships.

Works in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas, and smoke, as needed.

Operates a personal computer, telephone, and other office equipment.

Possesses hardware and software knowledge related to gaming technology.

Travels as needed.

Management Pay Structure: GM10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF IGAMING COMPLIANCE OPERATIONS
JOB CODE: C7130

CLASS SUMMARY/DEFINITION:

This is managerial, professional and administrative work in directing the application of programs, compliance and controls for interactive and mobile gaming (iGaming) conducted by licensed gaming entities regulated by the Pennsylvania Gaming Control Board (PGCB or Board) to ensure the integrity of gaming.

An employee in the job plans and directs, through subordinate or other PGCB staff as appropriate, the compliance monitoring and control activities of iGaming licensed entities in accordance with law, regulations, rules, approved internal controls, policies, and procedures. Work involves guiding and directing activities involved in the evaluation and verification of iGaming programs, software, platforms, and games in conjunction with the Director of Gaming Operations, Director of Sports Wagering Operations, and Office of Gaming Laboratory Operations. The employee, in coordination with other Board staff, develops or guides policies, procedures, standards and guidelines for activities relative to iGaming conducted by licensed gaming entities authorized by the Board. An important aspect of this work is the responsibility for the integration of the iGaming compliance monitoring and control work with other bureaus or offices in the Pennsylvania Gaming Control Board, and with the overall mission and duties of the Board. Work includes the review of release notes provided by licensed gaming entities; review of revenue reports, tax returns, master games lists and IT security audits; review and comment regarding internal controls; directing review and inquiries into patron complaints; monitoring interactive gaming websites through use of test accounts and back office access; ensuring regulatory adherence; reviews incident reports and other required reports from interactive gaming licensees; and review of hashtags to ensure approved games are being offered to the public. Work also involves interpreting assignments, rules, regulations, policies and procedures for employees, making assignments, determining workflow or priorities, reviewing and evaluating subordinate(s)' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work includes travel to conduct iGaming oversight activities, to participate in iGaming launches or to represent the Board in meetings, hearings, and public forums. The Director of Gaming Operations assigns work to the Director of iGaming Compliance Operations in the form of broad goals and objectives, and the employee exercises considerable judgment in determining priorities, goals, and objectives in conjunction with other directors, supervisors, or managers. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures with regard to compliance monitoring and reporting for iGaming and integrates activities with the overall mission of the Pennsylvania Gaming Control Board, in conjunction with other bureaus or offices.

Evaluates and verifies iGaming programs, platforms, software, and games to ensure compliance with law, regulations and controls and as needed, refers matters or issues to other entities within PGCB to ensure appropriate action is taken by PGCB.

Directs and guides the planning, prioritization, and organization of work.

Guides subordinates in addressing and resolving patron complaints and questions; reviewing interactive gaming internal controls; monitoring websites through the use of test accounts and back office access; ensuring adherence to regulations; reviewing and tracking release notes, and reviewing hash tags to ensure licensees are hosting approved games.

Supervises, guides, and directs subordinate staff in the oversight of compliance monitoring activities related to licensed iGaming operations and activities as well as the oversight of staff engaged in verifying or evaluating the play and operation of approved games.

Reviews and/or approves completed reports or records maintained or submitted by subordinates including but not limited to violations of laws, rules, regulations or approved internal controls, patron complaints and suspicious activities.

Applies regulations, policies, procedures, standards, and objectives of program activities for subordinates or other PGCB personnel regarding iGaming.

Assists in the review and evaluation of internal controls and audit protocols of iGaming.

Provides input into the review and approval of gaming operations' internal controls.

Reviews and analyzes information, reports, and other communications to determine trends and effectiveness.

Reviews and analyzes programs, platforms, software and games for internet or mobile gaming planned or proposed by licensed gaming entities for recommendation of approval to the Executive Director through the Director of Gaming Operations.

Works with the Board's Office of Enforcement Counsel and Bureau of Investigations and Enforcement staff on all matters of mutual interest including the procurement of criminal complaints and dockets for hearings involving licensed gaming personnel.

Serves as a liaison of the Board with numerous internal and external contacts including but not limited to gaming industry management employees and gaming manufacturers, legislators, Department of Revenue employees, and other entities within PGCB.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing iGaming in Pennsylvania.

Prepares letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forums.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Investigates or aids in investigating complaints involving misconducts by bureau employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex compliance activities or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of information technology principles and practices.

Knowledge of business and system process analysis methods.

Knowledge of computer programming techniques.

Knowledge of system design and system flow concepts.

Knowledge of information technology architecture and design.

Knowledge of server and platforms.

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of information gathering and report writing

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel, and leave.

Knowledge of basic interviewing practices and techniques.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations.

Skill in conducting and directing compliance monitoring.

Ability to analyze and apply regulations pertaining to the compliance of licensed gaming entities' operations and activities.

Ability to analyze and apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to conduct or direct compliance monitoring activities and evaluation and validation of gaming programs, platforms, and software of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of compliance monitoring activities.

Ability to exercise judgment in delegating responsibilities.

Ability to evaluate the efficiency and effectiveness of administrative procedures and operations.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Five years of experience in gaming regulation, gaming operations or related field, two years of supervisory or professional administrative experience, and bachelor's degree that included or supplemented by 18 credits of any information technology field;

OR

Seven years of professional information technology experience, two years of supervisory or professional administrative experience, and a bachelor's degree;

OR

Seven years of experience in a highly regulated environment such as compliance, information technology or audit work, two years of supervisory or professional administrative experience, and a bachelor's degree;

OR

An equivalent combination of experience and training.

One of the following certifications is preferred: CISSP, CISSP-ISSAP, CISSP-ISSEP, CISSP-ISSMP, CCSP, CCFP, CISA, CISM, CEH, ENSA, or ECES. Other certifications may be considered.

BASIC ESSENTIAL JOB FUNCTIONS:

Develops and implements programs, policies, and procedures.

Analyzes data and information and develops findings.

Analyzes and applies regulations, policies, and procedures.

Plans and directs work activities.

Evaluates the effectiveness of internal control activities.

Supervises staff.

Reads, writes, speaks, understands, and communicates in English language sufficiently to perform the duties of the position.

Establishes and maintains effective working relationships.

Works in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas, and smoke, as needed.

Operates a personal computer, telephone, and other office equipment.

Travels as needed.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: GAMING OPERATIONS LIAISON
JOB CODE: C7069

CLASS SUMMARY/DEFINITION:

The Gaming Operations Liaison acts as a liaison between slot machine license applicants and/or licensees and the Pennsylvania Gaming Control Board (PGCB or Board) on issues related to slot machine operations including, but not limited to, security, surveillance, slot facility design and accounting and internal controls. Primary focus is to communicate to slot machine license applicants and/or licensees the Board's expectations with regard to statutory and regulatory requirements and to facilitate compliance therewith. This is a position which requires a significant level of gaming operations experience and the ability to function independently. Direction is sought or received from the Deputy Chief Counsel for Gaming Operations on legal or operational issues of unusual complexity, sensitivity or importance.

This position reports to the Director of Gaming Operations.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Regular contact with management for each applicant or licensee to ascertain the operational status of each proposed or existing slot facility and its compliance with Act 71 and all applicable regulatory and technical requirements.

Tracking of all prerequisites to the commencement of actual slot operations pursuant to Chapter 467, Commencement of Slot Operations.

Review and evaluation of submissions related to security & surveillance minimum staffing, emergency & evacuation procedures, contingency plans for surveillance and security system malfunctions and shutdowns, surveillance camera system specifications and configurations, money movement routes, slot cash storage box pick-up routes and alarm, key control and access systems.

Review and evaluate proposed gaming floor plans including, but not limited to, cashiers' cage, count room and armored car bay layouts, slot machine configurations, surveillance and security zones and on-site Board office requirements.

Consult with Bureau of Investigations and Enforcement (BIE), the Bureau of Casino Compliance (BCC) and other PGCB bureaus on operational issues.

Liaison with Pennsylvania State Police (PSP) to ensure effective exchange of information and harmonious working relationship.

Develop and coordinate PGCB training requests with regard to operating procedures.

Develop, coordinate and implement on-site, pre-opening compliance inspection procedures and checklists.

Develop, train and supervise pre-opening evaluations teams.

Coordinate security, surveillance and facility issues with counterparts at Horse and Harness Commissions.

Regular reporting of status information to the Deputy Chief Counsel for Gaming Operations.

MINIMUM EXPERIENCE AND TRAINING:

Ten (10) years of experience in gaming operations in a supervisory capacity or as a consultant with emphasis on security, surveillance, facility design and internal controls. Working knowledge of Pennsylvania statutory and regulatory requirements and gaming industry best practices; and bachelor's from an accredited college or university;

OR

An equivalent combination of education and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: AUDIT MANAGER
JOB CODE: C7108

CLASS SUMMARY/DEFINITION:

This is managerial work directing the major auditing activities of the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this class is responsible for planning, directing and coordinating the activities of a professional auditing staff engaged in the examination, evaluation and reporting on the effective management of slot machine licensees pursuant to 4 Pa.C.S. § 1101 *et seq.* ("Gaming Act"). The duties of this position includes directing the work of professional and supervisory audit staff; and the development and negation of recommendations or adjustments to ensure compliance and improve the efficiency and effectiveness of gaming operations in conformity with the Gaming Act, the Pennsylvania Gaming Control Board's regulations and technical standards and the licensees' approved-system of internal control. Work includes conducting sensitive negotiations where gaining acceptance of implementation of corrective action and recommendations is necessary by various slot machine licensees; developing department's annual audit plans; and revising audit plans, programs and guidelines of laws, regulations and policies. Work may also include responsibility as an expert witness in enforcement actions and other administrative hearings.

The Audit Manager performs functions and duties characterized by significant gaming operations issues, which are particularly specialized and complex, and are of paramount interest to the PGCB. Work is performed independently and is subject to the general supervision of the Director of Gaming Operations. This employee will be able to analyze and interpret regulations, standard operating procedures, and internal control systems and clearly articulate their significance.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, directs and coordinates a full-range of auditing activity to ensure the accountability and effective management of each slot machine licensee in compliance with the Gaming Act, PGCB regulations and technical standards, and the licensees' approved-system of internal control.

Meets with casino management to resolve difficult and sensitive issues or problems relating to audit findings, recommendations and follow-up action.

Supervises the development, implementation and evaluation of audit programs, procedures, guidelines and manuals.

Interprets laws, rules, regulations, policies and standards.

Determines areas of functions to be audited and audit frequency.

Performs related work as required

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of financial/compliance and operational audit objectives, procedures, practices and techniques.

Knowledge of the concepts, methods and techniques involved in modern management practices.

Knowledge of current trends and developments in auditing in the Commonwealth and private accounting firms.

Knowledge of procedures, agreements, contracts, policies, legislation, rules and regulations controlling audit subject to interpret and determine compliance and appropriateness.

Ability to plan and supervise the activities of activities of a staff of professional and technical personnel.

Ability to plan, supervise and integrate a major auditing activity involving the development, implementation and evaluation of audit programs, procedures and guidelines under a variety of audit objectives, laws, regulations and policies.

MINIMUM EXPERIENCE AND TRAINING:

Degree in Accounting from an accredited university or 24 credits in accounting and at least five (5) years of experience in auditing.

CPA, CIA, or CMA preferred or master's in Accounting

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SENIOR AUDITOR
JOB CODE: C7111

CLASS SUMMARY/DEFINITION:

This is senior level auditing work under the direction of the Pennsylvania Gaming Control Board (PGCB or Board) Audit Manager. This position is responsible for coordinating, organizing, planning and performing compliance and financial related audits of slot machine licensees consistent with the licensees' internal control systems and audit protocols, the Pennsylvania Gaming Act, PGCB regulations, and technical standards.

An employee in this class mainly performs compliance audits of slot machine licensees to determine compliance with prescribed standards and performs various audits of accounting records of licensees as required and leads and reviews the work of staff auditors. Lead work involves making specific assignments to a team of casino auditors; assisting the journey level auditors in the completion of audits; interpreting laws, court decisions, and other legal provisions applicable to the audits; providing instruction and on-the-job training in all the processes, methods, and techniques entailed in the auditing work and coordinating the team's efforts in the preparation of clear and comprehensive audit reports. Supervision is received from the Audit Manager. Work is performed with considerable independence. Review is limited to occasional conferences with and the periodic analysis of written reports and forms by the Audit Manager. Public contact with licensees comprises an important part of the work.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Identifies and evaluates the organization's risk areas and provides key input to the development of the Annual Audit Plan.

Develops internal control questionnaires based on risk analysis, regulations and/or minimum internal controls standards as required to complete the audit program.

Sets up audit schedules and establishes completion dates for various audit operations as requested.

Performs compliance and financial related audits including compliance audits of all major licensee gaming areas consistent with the licensees' internal control systems and Pennsylvania Gaming Act, PGCB regulations, and technical standards.

Identify deficiencies in licensees' internal controls and make recommendations to licensee to maintain compliance with Pennsylvania Gaming Act, PGCB regulations and regulatory updates, and technical standards.

Performs audit procedures, including identifying and defining issues, developing criteria, reviewing and analyzing evidence, and documenting licensee processes and procedures.

Interprets rules, regulations, policies, procedures, and objectives of the agency and or audit program for subordinates.

Conducts interviews, reviews documents, develops and administers surveys, compose summary memos, and prepares working papers.

Ability to organize and maintain electronic and physical files and prepare working papers.

Identifies, develops, and documents audit issues and recommendations using independent judgment concerning areas being reviewed.

Reviews or supervises the review of audit reports and the preparation of necessary summary reports.

Points out areas of audits which warrant particular attention and assists subordinates in the execution of difficult assignments.

Prepares regular and periodic reports of activities and special reports on matters requiring a decision or interpretation by superiors.

Participates in matters involving controversial and difficult policy and regulatory problems.

Communicates the results of audit via written reports and oral presentations to management.

Ability to maintain strict confidentiality

Pursues professional development opportunities, including external and internal training and professional association memberships.

Performs special projects as assigned

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

KNOWLEDGES, SKILLS, AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Gaming industry experience is preferred.

Knowledge of accounting and auditing principles and methods and their application to private or governmental accounting systems.

Knowledge of the laws and regulations governing audits made by the PGCB.

Knowledge of office procedures and standard office machines and equipment.

Ability to analyze and interpret accounting data and reports and to instruct and advise auditors in proper work methods.

Ability to learn the principles and methods of employee supervision.

Ability to plan and organize work and assign work to subordinates.

Ability to evaluate employee performance and prepare employee Performance Evaluation Reports as requested.

Ability to read and interpret collective bargaining unit contracts applicable to the work performed by the unit.

Ability to determine violation and non-compliance, to detect and explain significant accounting irregularities and regulatory non-compliance issues, and to recommend effective corrective measures.

Ability to read, analyze, and interpret the most complex of documents, such as technical journals, financial reports and legal documents.

Ability to organize and direct flow of work and to prepare clear and comprehensive reports.

Ability to express ideas clearly and concisely, orally and to write effective letters, memos, and audit reports for publication.

Ability to establish and maintain effective working relationships with subordinates, private sector employers/licensees and governmental officials and to deal tactfully with controversial public relations problems.

Must possess excellent communication, organizational, and analytical skills.

Must have knowledge of and skill in applying internal auditing and accounting principles and practices, and management principles and preferred business practices.

Must have knowledge of the Standards for the Professional Practice of Internal Auditing and the Code of Ethics developed by the Institute of Internal Auditors.

Ability to work well in team centered environment.

Knowledge of Microsoft; Word, Excel, Access and other software.

Capable of multi-tasking with capacity to change priorities quickly.

Excellent observation, interview, verbal and writing skills required.

MATHEMATICAL SKILL:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and interpret mathematical concepts such as probability and statistical inference.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree from a four-year college or university and minimum of three years related experience, performing financial, operational and/or compliance audits and at least one (1) year of performing financial, operational and/or compliance audits in the gaming industry.

CIA or CPA certification is preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: AUDITOR
JOB CODE: C7110

CLASS SUMMARY/DEFINITION:

This is auditing work under the direction of the Pennsylvania Gaming Control Board (PGCB or Board) Audit Manager. This position is responsible for performing compliance and financial related audits of slot machine licensees consistent with the licensees' internal control systems and audit protocols, the Pennsylvania Race Horse Development and Gaming Act, PGCB regulations, and technical standards.

An employee in this class mainly performs compliance audits of slot machine licensees to determine compliance with prescribed standards and performs various audits of accounting records of licensees as required. Audits will relate to statutory compliance and general accounting practices for a single licensee. The employee may work alone under supervision, or as a member of an audit team. Supervision is received from the Audit Manager who reviews work through conferences and a review of written reports. Contact with licensees comprises an important part of the work. Fieldwork is ordinarily performed independently within the outlines of established policies and procedures and an approved audit program.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Perform audit testing to ensure that licensees are in compliance with policies, procedures, internal controls, regulations and applicable laws.

Perform audit testing to make the determination of the accuracy of all documentation generated by licensee departments.

Monitor the property/licensees' operations identifying potential auditing concerns.

Interpret controlling laws and regulations affecting the operations of licensee being audited as applicable to audit program.

Conduct interviews, review documents, develop and administer surveys, compose summary memos.

Perform audit testing and analyze the operational practices of casino licensees and prepare audit observation reports for review by higher-level auditors.

Participate in the audit process involved in auditing and analyzing financial transactions and accounts, financial statements and applicable agreements, contracts, and regulations pertaining to licensees for compliance with regulations as prescribed by the audit program.

Make suggestions and recommendations, as appropriate, for improvements to policies, procedures, for the PGCB and licensee.

Facilitate the flow of information to audit supervision by attending regularly scheduled departmental meetings.

Held accountable for the accuracy and thoroughness of audit fieldwork work papers, records, and reports.

Identify, develop, and document audit issues and recommendations using independent judgment concerning areas being reviewed.

KNOWLEDGES, SKILLS, AND ABILITIES (Preferred):

Ability to maintain strict confidentiality.

Ability to organize and maintain electronic and physical files and prepare working papers under supervision of a lead auditor.

Knowledge of Microsoft; Word, Excel, Access and other software.

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and interpret mathematical concepts such as probability and statistical inference.

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Must possess excellent communication, organizational, and analytical skills.

Ability to work well in team centered environment with or without immediate supervision.

Demonstrate the ability to acquire the necessary skills to multi-task with capacity to change priorities quickly when required.

Possess fundamental observation, interview, verbal and writing skills.

Ability to travel to licensed gaming facilities within the Commonwealth of PA.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's in Accounting, Business, or Finance;

OR

Four (4) years of accounting and/or auditing experience with fifteen (15) college level credits in accounting;

OR

An equivalent combination of experience and/or training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: COMPLIANCE MANAGER
JOB CODE: C7038

CLASS SUMMARY/DEFINITION:

This is a supervisory position with a high degree of professional and administrative responsibility. An employee in this class is primarily responsible for managing and directing the review of the initial submissions and all proposed amendments and waivers to the internal control systems and audit protocols (collectively, internal controls) submitted to the Pennsylvania Gaming Control Board (PGCB or Board) by slot machine licensees.

This employee is responsible for directing and implementing a comprehensive internal system for processing internal control submissions. This position entails independent research and writing in a variety of areas involving gaming operations and internal controls. Duties of this position will require that this employee possess a thorough knowledge of the Pennsylvania Race Horse Development & Gaming Act (the Act) and the regulations and technical standards promulgated thereunder, particularly Chapters 461a, 465a and 466a.

This position reports to the Director of Gaming Operations.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Directs the review of all internal control submissions to ensure that filings are complete, accurate and comply with the procedures adopted by the Bureau of Gaming Operations and the requirements set forth in the Act and the regulations and technical standards promulgated thereunder.

Develops a comprehensive system for tracking amendments and waivers to the internal controls of slot machine licensees.

Supervises a unit composed of Compliance Examiners to ensure that they are properly performing their duties.

Provides guidance and support to Compliance Examiners and others assigned to the Bureau of Gaming Operations.

Provides updates to the Director of Gaming Operations on all issues involving their bureau.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A Bachelor's degree in Accounting from an accredited college or university, one (1) year of supervisory experience and one (1) year of gaming regulatory experience;

OR

An equivalent combination of experience, education and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

Ability to operate an automobile.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: COMPLIANCE EXAMINER
JOB CODE: C7112

CLASS SUMMARY/DEFINITION:

This is administrative and professional work in the review and evaluation of internal controls submitted by licensees from all verticals of gaming regulated by the PGCB.

An employee in this job is responsible for the review and evaluation of new or revised internal controls against regulations, rules, guidance and the Pennsylvania Race Horse Development and Gaming Act (Act) law applied to all verticals of gaming to ensure the integrity of gaming in the Commonwealth of Pennsylvania. Work involves communicating with assigned gaming licensees to resolve errors, discrepancies, and non-compliance with regulations, rules, guidance and the Act within submitted internal controls. Work includes interacting with other PGCB employees to obtain input and information related to specific gaming operations or activities when evaluating internal controls; making recommendations for approval, denial or revision of internal controls; interpreting and applying regulations, rules, guidance and the Act in the review of internal controls; maintaining comments in an internal control application; performing administrative duties such as file management; and preparing reports and approval documents. Work is performed under the general supervision and guidance of a supervisor, Compliance Manager or the Director of Gaming Operations. Work is reviewed for adherence to regulations, policies and procedures and to ensure reports, findings and approvals comply with regulations, rules, guidance and the Act.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Reviews and evaluates internal control submissions from assigned licensees against regulations, rules, guidance and the Act.

Interprets, applies, and understands gaming regulations, rules, guidance and the Act.

Understands gaming operations and activities, including standard operating process, staffing requirements, payment and credit, job compendiums, tables games utilization of chips, cards, layout, rules and signage, slot tournaments, promotions, interactive gaming, sports wagering and/or fantasy contests.

Prepares detailed notes based on review and evaluation of internal controls against regulations, rules, guidance and the Act.

Prepares reports and recommendations for approval, denial or revision of submitted internal controls.

Determines when internal controls need additional review or input from other PGCB employees and arranges for review.

Communicates with gaming industry personnel, such as compliance managers and departmental personnel, via email, telephone or in person meeting to resolve issues involving the compliance of internal controls to regulations, rules, guidance and the Act.

Liaisons with other PGCB staff regarding internal controls, regulations, rules and guidance.

May testify at administrative hearings before the Office of Hearings and Appeals.

Escalates requests for waivers of regulations or gaming variation to others within the chain of command.

Prioritizes reviews and tracks results.

Operates a web-based (computer based) application through which internal controls are submitted and tracked in a review process.

Applies BGO's policies and procedures to the review of varying internal control submissions.

Adheres to established timelines prescribed by PGCB or BGO policy or procedures.

Performs related work as required.

KNOWLEDGEKS, SKILLS, AND ABILITIES:

Knowledge of PGCB's Act, regulations, policies and procedures.

Knowledge of gaming operations, play and rules.

Knowledge of basic audit practices.

Ability to prepare written reports.

Ability to organize assigned work.

Ability to prepare findings and recommendations.

Ability to read, speak, write and communicate in English.

Ability to establish working relationships.

Ability to testify before the Pennsylvania Gaming Control Board's Office of Hearings and Appeals.

Ability to evaluate, analyze, and report information.

Ability to pay close attention to detail.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

MINIMUM EXPERIENCE AND TRAINING:

A Bachelor's degree from an accredited college or university;

OR

An Associate's Degree and one year of experience involving public contact and reviewing for compliance with regulations and rules;

OR

Three years of experience involving public contact and reviewing for compliance with regulations and rules and a high school diploma or its equivalency;

OR

An equivalent combination of experience and training.

Gaming industry experience is preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operates a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Communicates effectively verbally and in writing in the English language.

Follows verbal and written instructions.

Interprets and applies regulations, rules, guidance, policies and procedure.

Reviews and evaluates information.

Establishes and maintains effective working relationships.

The duties for this position will be mostly performed in a typical office environment with large amounts of time reviewing documents via personal computer. However, occasional travel may be required which could include work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas and smoke.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

BUREAU OF CASINO COMPLIANCE



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF CASINO COMPLIANCE
JOB CODE: C7022

SERIES NATURE OF WORK: This is the highest level of work within the Bureau of Casino Compliance within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial professional and administrative work in directing the application of compliance programs, regulations and controls for various aspects of the licensed gaming industry.

An employee in this job directs, through subordinate staff, the activity of the bureau engaged in planning, developing, coordinating and monitoring the compliance of the gaming industry with regulations and controls to ensure the integrity of gaming. The employee develops policies and procedures for compliance activities conducted by the bureau relative to changes in the gaming industry. An important aspect of this work is the responsibility for the integration of the bureau's compliance work with other bureaus and offices in the Pennsylvania Gaming Control Board and with the overall mission and duties of the Board. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees. Work includes assigning work, determining workflow, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. Work includes participating in budgetary and fiscal activities and discussion and managing operations in a fiscally prudent fashion. Work may include drafting revision or providing input into the development or revision of regulations. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work includes travel to conduct compliance activities or representing the Board in meetings, hearings and public forums. The Executive Director assigns work to the Director in the form of broad goals and objectives, and the employee exercises considerable independent judgment in determining priorities, goals and objectives. Work is reviewed through conferences, reports and briefings for attainment of compliance activities and results.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures to administer a program of compliance monitoring and reporting to ensure adherence of gaming operators and gaming patrons to state law, regulations or controls and integrates the compliance activities with the overall mission of the Pennsylvania Gaming Control Board.

Directs, through subordinate staff, the activities of the bureau in the implementation of and evaluation of casino compliance programs to ensure compliance with law, regulations and controls.

Interprets law, regulations, policies, procedures, standards and objectives of compliance activities for subordinates.

Plans and organizes work, assigns works, determines work priority, sets goals or objectives, and reviews work performance.

Monitors compliance activities and provides guidance and assistance, as necessary; and reviews reports from bureau staff for completeness and required information.

Determines and directs workforce resources towards specific compliance activities as situations warrant.

Monitors compliance activities and content and provides direction to compliance activities in specific situations to ensure appropriate action is taken by PGCB including referring matters or issues to other entities within PGCB.

Reviews and analyzes reports and other communications to determine work being performed, trends and compliance effectiveness.

Approves, with Executive Director oversight, requests for changes to gaming procedures for relief from regulations.

Supervises and/or provides guidance on the design and/or redesign of gaming operations plans to allow the gaming industry to implement new plans or modify existing plans.

Serves as a liaison or represents the Board and/or Bureau with numerous internal and external contacts including but not limited to gaming industry management employees, gaming manufacturers and service providers, legislators, Pennsylvania State Police and local law enforcement, Department of Revenue employees and other bureaus within PGCB.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing the gaming industry in Pennsylvania.

Prepares letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony at hearings and appeals.

Provides input into the review and approval of gaming operations' internal controls.

Reviews proposed legislation for possible impact on compliance activities and provides analysis on such to the Executive Director and/or Chief Counsel.

Participates in budget and fiscal activities and manages operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests from subordinates.

Investigates or aids in investigating complaints involving misconducts by bureau employees and recommends corrective action when necessary.

Resolves work conflicts between organizational units.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of compliance and investigation, including liaison responsibilities within PGCB and local or State law enforcement.

Knowledge of procedures and techniques utilized in evaluating the effectiveness of gaming compliance.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of and familiarity with the scope and objectives of a casino operations control program.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations to the gaming industry, stakeholders and the public.

Ability to analyze and apply regulations pertaining to the licensure and activities of the gaming industry.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contract.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships with subordinates, Board members, state officials, employees in the gaming industry, law enforcement entities, other management staff in PGCB and the public.

Ability to provide advice, consultation, and leadership in gaming compliance matters.

Ability to integrate the work of compliance with the overall mission of the Board.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from compliance activities.

Ability to conduct or direct compliance activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of the Bureau's compliance activities.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Five years of experience as a Senior Casino Compliance Supervisor;

OR

Seven years as a Casino Compliance Supervisor with the PGCB;

OR

Seven years of experience in casino regulation and/or law enforcement investigations, Anti-Money Laundering (AML) compliance and/or financial compliance including two years of supervisory experience and a bachelor's degree;

OR

An equivalent combination of experience and training which includes seven years of experience directing an enforcement related function.

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze and apply regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and compliance activities.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Travel within Pennsylvania or United States.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Management Pay Structure: GM10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CASINO COMPLIANCE SENIOR SUPERVISOR
JOB CODE: C7104

SERIES NATURE OF WORK: This is the second highest level of work in the Bureau of Casino Compliance within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial, professional and administrative work in guiding and directing compliance monitoring work and the evaluation, verification, validation and testing of approved gaming equipment through subordinate staff at one or more licensed gaming entities, usually land-based casinos, to ensure the integrity of gaming.

An employee in the job directs, through Casino Compliance Supervisors or other subordinate staff, the compliance monitoring activities at one or more licensed gaming entities in accordance with law, regulations, rules, approved internal controls policies and procedures. Work involves guiding and directing activities involved in the evaluation, verification, validation and testing of approved gaming equipment. Work involves assisting in developing, evaluating and implementing policies and procedures to insure efficient flow of work assignments and information within the Bureau and to other bureaus and offices in the PGCB. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees; making assignments; reviewing and evaluating subordinates' work performance; preparing and signing performance evaluation reports; interviewing and recommending employee selection; aiding in the review and resolution employee grievances and complaints; evaluating training needs; and administering discipline. Work involves guiding administrative aspects including records, equipment and physical space management for Bureau personnel assigned work in licensed gaming entities' physical locations. Work includes travel to meet with subordinate staff, conduct compliance monitoring activities, participate in sensitive or complex compliance monitoring activities or representing the Bureau in meetings, hearings and public forums. Work is performed with considerable independence under the direction of the Director of Casino Compliance and is reviewed through periodic conferences and review of written reports.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises, guides and directs Casino Compliance Supervisors in the oversight of compliance monitoring activities related to licensed gaming operations and activities as well as the oversight of Technical Field Representatives in the performance of verifying, validating, evaluating or testing the connectivity and operation of approved gaming equipment.

Reviews and/or approves completed reports or records maintained or submitted by subordinates including but not limited to violations of laws, rules, regulations or approved internal controls, patron complaints, suspicious activities, compulsive and problem gaming, self and involuntary exclusions, issuance of emergency credentials, gaming equipment, and surveillance activities.

Conducts site visits and inspection of remote online gaming services and gaming service providers remote slot storage as well as dealer schools.

Directs and guides the planning, prioritization and organization of work. Guides subordinates in addressing and resolving patron complaints and questions as well regulatory matters from the gaming industry.

Assists in detecting regulatory violations and obtaining the proper information and documentation of same.

Reviews operational plans and internal control changes for each assigned licensed gaming entities and provides recommendations for approval, disapproval or revisions.

Prepares communications and correspondence on behalf of the Director of Casino Compliance and/or Executive Director related to gaming operations, activities and application of compliance matters.

Participates or leads in the opening of new gaming locations and verticals and directs associated work as appropriate.

Monitors all work schedules of employees within the Bureau of Casino Compliance at assigned licensed gaming entities to ensure proper coverage of shifts.

Works with the Board's Office of Enforcement Counsel and Bureau of Investigations and Enforcement staff on all matters of mutual interest including the procurement of criminal complaints and dockets for hearings involving licensed gaming personnel.

Serves as a liaison or represents the Bureau with numerous internal and external contacts, at the direction of the Director of Casino Compliance, including but not limited to the Executive Director, PGCB Directors, gaming industry management employees, gaming manufacturers and service providers, legislators, Pennsylvania State Police, Office of Attorney General and other law enforcement agencies, Department of Revenue employees and gaming regulators in other gaming jurisdictions.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forms.

Sets performance expectations, reviews and evaluates work performance of subordinate staff as well as prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests from subordinates and manages overtime.

Aids in investigating complaints involving misconduct by bureau employees and recommends corrective action when necessary.

Evaluates training needs of staff and requests and/or recommends training courses for staff.

Guides implementation of contractual and administrative rights and obligations for subordinate staff.

Communicates with the Director personnel issues and pertinent regulatory compliance information.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting sensitive or complex investigations or for the purposes of instruction. Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of information gathering and report writing

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of basic interviewing practices and techniques.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations.

Skill in conducting and directing compliance monitoring.

Ability to analyze and apply regulations pertaining to the compliance of licensed gaming entities' operations and activities.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting compliance monitoring activities and approval of gaming equipment.

Ability to conduct or direct compliance monitoring activities and evaluation and validation of gaming equipment of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of compliance monitoring activities.

Ability to exercise judgment in delegating responsibilities.

Ability to evaluate the efficiency and effectiveness of administrative procedures and operations.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Two years as a Casino Compliance Supervisor with the Pennsylvania Gaming Control Board;

OR

Six years of PGCB gaming operations experience with at least two years of progressively responsible supervisory experience and an associate's degree;

OR

Six years of gaming related experience with at least two years of progressively responsible supervisory experience and an associate's degree.

Bachelor's Degree preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Analyze and evaluate information, reports and records.

Interpret and apply rules, regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees.

Maintain effective working relationships.

Work in a smoking and non-smoking casino environment.

Traverse gaming operations for visual inspections of gaming activities and operations and observation of subordinates' performance.

Work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise or crowded areas.

Travel within Pennsylvania or United States.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CASINO COMPLIANCE SUPERVISOR, PGCB
JOB CODE: C7103

SERIES NATURE OF WORK: This is first level supervisory work reporting to a Casino Compliance Senior Supervisor within the Bureau of Casino Compliance within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is professional, administrative and supervisory work directing Casino Compliance Representatives (CCR) and/or Technical Field Representatives (TFR) performing compliance monitoring and technical duties involving licensed gaming operations and entities within the Commonwealth of Pennsylvania for compliance with law, rules, regulations and approved internal controls to ensure the integrity of gaming.

An employee in this class supervises Casino Compliance Representatives responsible for monitoring the compliance of licensed gaming industry operations and activities, as well as gaming patrons' conduct for conformance and adherence to laws, rules, regulations and approved internal controls. Work includes supervising Technical Field Representatives responsible for executing tasks, procedures and computations in accordance with instruction, regulations or operating procedures to ensure the integrity of gaming and revenue generation which includes verifying, validating, evaluating or testing the connectivity and operation of approved gaming equipment. Work also involves interpreting assignments, rules, regulations, policies and procedures for subordinates and gaming personnel within assigned organizational unit. Work includes assigning work, determining workflow, approving or denying subordinates' leave, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, participating in interviews of employment candidates, evaluating training needs and participating in the grievance process and employee discipline. Work includes interaction with gaming industry personnel at all levels, gaming patrons, other Pennsylvania Gaming Control Board personnel and law enforcement entities. An employee in this job may participate in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work is performed with considerable independence, at times with varying hours, under the direction of a Casino Compliance Senior Supervisor with insight and guidance from the Director of Casino Compliance.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises Casino Compliance Representatives in the performance of the compliance monitoring of licensed gaming operations and activities as well as Technical Field Representatives in the performance of verifying, validating, evaluating or testing the connectivity and operation of approved gaming equipment.

Reviews and/or approves reports or records maintained or submitted by subordinates including but not limited to violations of laws, rules, regulations or approved internal controls,

patron complaints, suspicious activities, compulsive and problem gaming, self and involuntary exclusions, issuance of emergency credentials, gaming equipment, and surveillance activities.

Plans and organizes work, assigns work, determines work priorities, sets performance expectations and reviews work performance of subordinate staff.

Guides subordinates in addressing and resolving patron complaints and questions as well regulatory matters from the gaming industry.

Participates in the training and instruction of subordinate staff.

Analyzes information and data acquired by subordinate staff during the monitoring and examination of gaming industry operations and activities to ensure compliance with laws, rules, regulations, policies and procedures.

Waives regulatory requirements on a temporary basis to allow for continued gaming operations during times of unusual circumstances or emergencies following consultation with a Casino Compliance Senior Supervisor or the Director of Casino Compliance.

Establishes liaison and working relationships with gaming industry personnel, law enforcement entities, and other PGCB personnel.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forms.

Evaluates employee performance and prepares and signs employee performance reviews.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves leave requests from subordinates and manages overtime.

Aids in investigating complaints involving misconduct of subordinates and recommends and implements corrective action when necessary.

Evaluates training needs of subordinates and requests and/or recommends training courses for subordinates.

Implements contractual and administrative rights and obligations for subordinate staff.

Communicates with Casino Compliance Senior Supervisor and/or Director of Casino Compliance personnel issues and pertinent regulatory compliance information.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of basic interviewing practices and techniques.

Knowledge of report writing.

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of gaming operations and equipment.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to analyze and apply law, rules and regulations pertaining to the operations and activities of the gaming industry.

Ability to apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contract.

Ability to interact tactfully and effectively with gaming industry personnel, employees of public agencies and employees of the PGCB.

Ability to give testimony at hearings.

Ability to evaluate, analyze, and report and records information resulting from regulatory compliance activities.

Ability to conduct and direct compliance monitoring activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of an employee's activities.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to work extended work shifts, day or night.

MINIMUM EXPERIENCE AND TRAINING:

One year as a Casino Compliance Representative 2 with the Pennsylvania Gaming Control Board;

OR

An Associate's degree and four years of security or surveillance experience, of a technical level;

OR

An equivalent combination of experience and training.

Bachelor's Degree Preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Analyze and evaluate information, reports and records.

Interpret and apply rules, regulations, policies and procedure.

Plan and direct work activities.

Evaluate work product and performance of employees.

Maintain effective working relationships.

Work in a smoking and non-smoking casino environment.

Traverse gaming operations for visual inspections of gaming activities and operations and observation of subordinates' performance.

Work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Travel as required.

Union Pay Structure: ST09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CASINO COMPLIANCE REPRESENTATIVE PGCB
JOB CODE: C7084 – REPRESENTATIVE 1
C7113 – REPRESENTATIVE 2

SERIES NATURE OF WORK: Employees in this classification begin as Casino Compliance Representative 1s. Following four (4) years of satisfactory performance are promoted to Casino Compliance Representative 2s.

CLASS SUMMARY/DEFINITION:

This is professional and administrative work in monitoring licensed gaming operations within the Commonwealth of Pennsylvania for compliance with law, rules, regulations, policies and procedures and approved internal controls to ensure the integrity of gaming.

An employee in this job is responsible for monitoring the compliance of licensed gaming industry operations and activities, as well as gaming patrons' conduct for conformance and adherence to laws, rules, regulations, policies, procedures and approved internal controls. Work involves observing, gathering and analyzing information pertaining to gaming operations and activities; preparing reports and communications of findings; conducting or aiding patron initiated self-exclusions; and referring or recommending administrative, legal or criminal actions to other bureaus or offices within the Pennsylvania Gaming Control Board (PGCB or Board) or Pennsylvania State Police (PSP). Work includes interaction with gaming industry personnel at all levels, gaming patrons, other PGCB personnel and law enforcement entities. Work also involves utilizing diverse types of electronic and/or manual recording and information systems monitored or utilized by PGCB in conducting compliance related activities. Work is performed with considerable independence and with general instruction of a supervisor and reviewed through reports, conferences and evaluation of outcomes for conformance with regulations and Bureau of Casino Compliance, Bureau of Gaming Operations, Office of Sports Wagering Operations or PGCB's policies and procedures.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Monitors and examines gaming industry operations and activities including but not limited to drops and counts of revenue or review of revenue reports; adherence to internal controls; adherence to required staffing levels; information contained in reports; access to gaming by the public; delivery and removal of gaming equipment; movement of slot machines and gaming equipment; implementation of operational plan changes; implementation and changes to gaming platforms and online sites; and performance of RAM clears.

Acquires information through interviews, observation of operations, and review of gaming reports, databases and technology to obtain and ensure compliance with applicable laws, rules, regulations and approved internal controls.

Responds to patron complaints and questions and attempts to resolve complaints from patrons in a satisfactory and equitable manner.

Prepares compliance reports for incidents involving the gaming industry, patrons or the public that may violate law, rules, regulations or approved internal controls and recommends referral of certain incidents to PGCB's Bureau of Investigation and Enforcement (BIE)/Office of Enforcement Counsel (OEC) for investigation or enforcement action.

Observes or monitors gaming and sports wagering activity for suspicious activity and prepares reports in compliance incident databases.

Engages in the practice of ongoing review of slot machine activity to ensure that all machines are functioning as required and reviews table games to ensure compliance with PGCB's regulations. In the case of online gaming and sports wagering engages in the practice of ongoing review of interactive gaming or sports wagering systems, activities and games to ensure compliance with PGCB's regulations.

Serves as the on-site representative for the Office of Compulsive and Problem Gaming at land-based casinos.

Monitors and reports all violations of the regulations related to compulsive and problem gambling.

Assists new persons when entering the Self Exclusion Program.

Monitors the gaming floor to assure that no underage, intoxicated or self-excluded individuals are gambling or present on the gaming floor. In the case of online gaming and sports wagering, monitors interactive gaming systems to assure registered players are 21 years or older and not on the self-exclusion or exclusion lists; that controls are in place to prevent individuals located outside of Pennsylvania from wagering; and that prohibited individuals are not engaged in sports wagering.

Ensures that signage, advertisements and webpages are in compliance with law and the PGCB's regulations.

Monitors all gaming and non-gaming employees to ensure that each employee meets the PGCB's licensing requirements.

Ensures that gaming industry employees or vendors have their credentials on their person and are visible for display.

Ensures emergency credentials are issued to any gaming industry employee or vendor who does not have a credential on their person.

Monitors all restrictive access points, all key controls, and regularly reviews the jobs compendium for levels of authority and levels of access within all gaming verticals.

Gathers all relevant documents, reports, and other information for any gaming industry employee who has been terminated or arrested; and forwards information to PGCB's BIE/OEC for a review and determination on the status of the employee's license.

Works with the Bureau of Licensing ("BOL") to ensure that all vendors are registered or licensed according to Act 71 and the BOL's regulations.

Cooperates with the investigation and prosecution of non-criminal violations of the Act, regulations, and/or internal controls.

Conducts, as directed, follow-up actions to ensure noted issues or violations are being corrected and monitors and evaluates the progress in correcting issues or violations.

Serves as a liaison and establishes relationships with gaming industry personnel, law enforcement entities, PGCB personnel, registered and certified vendors and members of the public as required to execute compliance activities.

Coordinates activities with the Bureau of Casino Compliance Director or Senior Supervisor concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change. In the case of online gaming coordinates the release note processes and ensures game changes and are approved and authorized. In the case of sports wagering, coordinates with the Director, Sports Wagering Operations the approval of events and catalog of wagers to be offered to the general public.

In the case of sports wagering, reviews, analyzes and evaluates errors and related circumstances submitted by risk and trading teams to determine if a recommended remedy to the error is appropriate; banks statements and attestations received from online and retail sports wagering operators to ensure a correct balance is kept separate and apart from other sources; contests, tournaments and pools submitted by sports wagering operators to ensure compliance with the regulations prior to offering to the public; sports wagering revenue reconciliation reports to ensure proper gross revenue is reported and utilized for tax purposes; retail sports wagering variance reports to identify errors and request a remediation plan; and prohibited wagering reports by sports wagering certificate holders and operators to determine if wagering activity should be voided and refers incidents to the Office of Enforcement Counsel;

Serves as on-site PGCB representatives with the Harness Racing/Horse Racing Commission. In the case of sports wagering, at the direction of the Director, Sports Wagering Operations serves as a liaison to the State Horse Racing Commission, prepares annual reports and monitors the use of funds related to horseman's organizations and racetrack improvements.

Reviews, evaluates or aids in the evaluation of the terms and conditions of promotions received from gaming entities and prepares correspondence related to promotional revisions or cancellations.

Provides assistance to the Department of Revenue when requested or as needed including but not limited to revenue reporting, connectivity to the central control computer and transfer of funds for horse racing purses.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forums.

Maintains familiarity with all documents relating to gaming compliance such as the PGCB's regulations; Gaming Act; gaming providers and operators' internal controls, rules, regulations and procedures; and internal PGCB policies.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of report writing.

Skill in operating computers and computer programs.

Ability to analyze and interpret data and reports.

Ability to interpret and apply rules, regulations and law.

Ability to effectively read, speak, write and communicate in English.

Ability to read and follow oral and written instructions.

Ability to interact tactfully and effectively with gaming industry personnel, employees of public agencies and employees of the PGCB.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of principles and methods of data and information collection and analysis.

Knowledge of report writing.

Skill in operating electronics, computers and computer programs.

Ability to analyze and interpret data and reports.

Ability to interpret and apply rules, regulations and law.

Ability to effectively read, speak, write and communicate in English.

Ability to read and follow oral and written instructions.

Ability to interact tactfully and effectively with gaming industry personnel, employees of public agencies and employees of the PGCB.

MINIMUM EXPERIENCE AND TRAINING:

Associate's Degree in a criminal justice, accounting or gaming related field;

OR

Two years of experience performing gaming assignments related to slot machines, gaming software, surveillance or sports wagering;

OR

An equivalent combination of experience and training.

Two years of experience in incident report writing preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, electronic equipment, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies, procedures and regulations.

Traverse gaming operations for visual inspections of gaming activities and operations.

Work in a smoking and non-smoking casino environment.

Work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Union Pay Structure: CCR1 – ST06
CCR2 – ST07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: TECHNICAL FIELD REPRESENTATIVE
JOB CODE: C7090

CLASS SUMMARY/DEFINITION:

This is technical work within the Pennsylvania Gaming Control Board (PGCB or Board) involving the evaluation, verification, validation and testing of approved gaming equipment.

An employee in the job is responsible for executing tasks, procedures and computations in accordance with instruction, regulations or operating procedures to ensure the integrity of gaming and revenue generation. Work includes verifying, validating, evaluating or testing the connectivity and operation of approved gaming equipment such as slot machines, shufflers, sports kiosks, bill validators, redemption machines, jackpot payout units and gaming software including equipment and software connectivity to a revenue monitoring computer system. Work involves knowledge and utilization of various information technology programs, software and online platforms including but not limited to Casino Management Application (CMA), Slot Machine Modification Request (SMMR), IRIS database, Microsoft Windows software, Linux, FileNet, and various drives and reports to evaluate, verify, validate or test approved gaming equipment operation, location and functionality; assisting in investigations of regulatory violations, patron complaints and criminal investigations by providing technical information involving equipment operation, configuration and settings; and liaison or coordinating activities with gaming industry managers, Department of Revenue, Office of Gaming Laboratory Operations (OGLO) within PGCB, independent gaming testing laboratories and the operator of the central control computer system including the conveyance of regulation and PGCB requirements or approvals. Work is performed with considerable independence and with general instruction from a Casino Compliance Supervisor or an administrative superior. Work is reviewed through reports, conferences and evaluation of outcomes.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Monitors and verifies changes, installs, upgrades, modifications and revocations made to approved slot machines, kiosks, electronic gaming devices and gaming systems or software to ensure compliance with PGCB regulations and/or operational plans.

Verifies and validates gaming equipment and/or software including but not limited to tournaments, floor changes, operational plans, progressives, and ROMs and provides gaming managers with information of acceptability or regulatory issues.

Receives change requests for slot machines, ROM changes, newly installed gaming equipment, floor movements of slot machines made by gaming operators based on approved equipment and coordinates the testing, verification and validation of gaming equipment or programs impacted by the change requested.

Verifies approved gaming equipment and software and verifies connectivity of equipment or software to revenue monitoring and accounting system operated by the Department of Revenue.

Performs concatenations of files for approved gaming equipment to make available for use by gaming industry based upon requests from gaming industry personnel.

Conducts floor inspections including the verification of approved gaming equipment on a routine and regular basis and prepares reports or communications on discrepancies or inconsistencies found against lists or databases of approved equipment or software.

Verifies gaming equipment and software corresponds with master list of approved games, equipment and software.

Aids in investigating patron complaints with other PGCB staff.

As directed, assists in investigating reports of cheating or equipment tampering or configuration by providing technical information related to gaming equipment or software operation and configurations.

Aids in or checks surveillance to ensure gaming equipment is capable to be monitored after floor changes.

Maintains electronic records including but not limited to: progressive slot meters, progressive table game meters, slot modifications, Office of Gaming Laboratories Operations' revocations, electronic table game equipment, slot master lists, Operational Plans' change weekly projects, monthly RAM clear report and manufacturers' notifications.

Prepares reports regarding findings and observations.

Performs equipment and software diagnostics to identify functionality or connectivity problems.

Conducts test on new or existing gaming equipment or software and its connectivity and recommends adjustments to gaming industry personnel based on regulations.

Provides technical guidance/information to gaming industry personnel regarding changes or termination of progressives, gaming equipment or software related to regulatory compliance and reporting.

Reviews technical manuals or literature or attends training to maintain currency with new gaming equipment or software.

Serves as a liaison with gaming industry personnel, operator of central control computer system, PGCB Laboratories Operations and the Department of Revenue regarding technical operations of gaming equipment and revenue reporting.

Assists with opening engagements for Video Gaming Terminal establishments to verify and validate approved slot machines and to ensure connectivity to revenue monitoring and accounting system.

Assists with opening engagements for Sports Wagering to validate and verify kiosks and redemption machines match approved equipment and are connected and functioning in accordance with regulations and approved plans.

Assists with opening engagements for Interactive Gaming to validate and verify that critical signature files for interactive gaming systems and remote game servers match the files approved by PGCB's Bureau of Gaming Laboratory Operations and/or an independent test lab.

Conducts HASH signature verification for all iGaming platforms, approved games, and any other certified iGaming related software and/or equipment.

Reviews system architecture diagrams for inconsistencies and other technical or regulatory issues.

Conducts review, initial testing, and ongoing test of approved iGaming progressives to ensure integrity of games and progressives.

Reviews and conducts investigations of information technology and cyber security incidents related to gaming software or platform when reported to the iGaming Compliance Unit.

Reviews quarterly and annual security audits provided by gaming providers or operators for completeness and remediation and/or mitigation of all appropriate vulnerabilities.

Reviews submission of annual encryption certification provided by all iGaming platform operators.

Primarily liaison between the iGaming Compliance Unit and assigned Registered Game Providers (RGS).

Performs review and processing of all RGS release notes to ensure completeness and provide approval for deployment of releases.

Assists iGaming Compliance Representatives (ICR) with review and processing of all other release notes from platform providers as required.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of basic mathematical and statistical concepts used in testing and measuring probability.

Knowledge of information gathering techniques and report writing.

Skill in operating computers, computer programs and gaming equipment.

Ability to analyze and interpret information technology data and reports.

Ability to interpret and apply regulations.

Ability to read, speak, write and communicate in English.

Ability to perform work with written or numerical data and to make arithmetical calculations.

Ability to interact tactfully and effectively with gaming industry managers, employees of private entities and public agencies and employees of the PGCB.

Possess numerical aptitude.

MINIMUM EXPERIENCE AND TRAINING:

Associate's Degree in an information technology or gaming related field;

OR

Two years of experience performing gaming technical assignments related to slot machines, gaming information technology programs and software or surveillance;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Operate and test gaming equipment and software.

Perform arithmetical calculations.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies, procedures and regulations.

Traverses gaming operations for visual inspections of gaming equipment and operations.

Work in a smoking and non-smoking casino environment.

Work is performed in a casino environment including exposure to loud noise, flashing lights, and crowded areas.

Travel within Pennsylvania.

Union Pay Structure: ST07



[BACK TO THE TABLE OF CONTENTS](#)

BUREAU OF LICENSING



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF LICENSING
JOB CODE: C7017

SERIES NATURE OF WORK: This is the highest level of work within the Bureau of Licensing within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is responsible, managerial professional and administrative work directing, planning, implementing and evaluating the licensing functions for the Pennsylvania Gaming Control Board in accordance with the Pennsylvania Race Horse Development and Gaming Act.

An employee in this job directs, through subordinate staff, the activity of the bureau engaged in reviewing and processing of applications for individuals and entities licensed or seeking to be licensed under the Pennsylvania Race Horse Development and Gaming Act's statutes and regulations. The work involves planning, developing, coordinating and monitoring licensing activities with regulations and controls to ensure the integrity of gaming. The work involves developing, implementing or overseeing the development and implementation of policies and procedures for licensing activities conducted by the Bureau to enhance the effectiveness and efficiencies of licensing operations. An important aspect of this work is the responsibility for the integration of the bureau's licensing work with other bureaus and offices in the Pennsylvania Gaming Control Board and with the overall mission and duties of the Board. Work includes coordinating review of applications, reviewing the preparation of notifications and correspondence to applicants concerning deficiencies and filing requirements, and preparing and submitting recommendations to the Board for formal action. Work may include drafting revisions or providing input into the development or revision of regulations. Work involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees; making assignments; directing the priorities of the Bureau; reviewing and evaluating subordinates' work performance; preparing and signing performance evaluation reports; interviewing and recommending employee selection; reviewing and resolving employee grievances and complaints; evaluating training needs and administering discipline. Work includes participating in budgetary and fiscal activities and discussions and managing operations in a fiscally prudent fashion. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work includes occasional travel to represent the Board in meetings, hearings and public forums. The Executive Director assigns work to the Director in the form of broad goals and objectives, and the employee exercises considerable independent judgment in determining priorities, goals and objectives. Work is reviewed through conferences, reports and briefings for attainment of licensing activities and results.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures to administer a program to recommend licensing and/or ensure adherence of the gaming industry to state law, regulations or controls and integrates licensing activities with the overall mission of the Pennsylvania Gaming Control Board.

Directs, through subordinate staff, the activities of the Bureau engaged in licensing activities of various gaming entities or individuals or gaming service providers in accordance with law, regulations, rules and policies.

Interprets law, regulations, policies procedures, standards and objectives of licensing activities for subordinates.

Plans and organizes work, assigns works, determines work priority, sets goals or objectives, and reviews work performance.

Supervises and directs staff involved in the receipt, review, processing, and recording of applications, renewals, transfers, amendments, fees or related activities of individuals or entities seeking to be licensed by the PGCB.

Develops, directs, implements or oversees development and implementation of policies, procedures and forms to permit efficient functioning of the Bureau of Licensing.

Fosters a culture of innovation and collaboration across the Bureau of Licensing.

Examines and analyzes problematic applications to determine eligibility for licensing under PGCB's regulations, in concert with the Office of Chief Counsel.

Directs the preparation of notification to applicants or their representatives regarding licensing status, deficiencies and/or filing requirements for application.

Oversees the utilization of an information technology-based system for processing applications, renewals, and transfers and aids in evaluation of information technology programs to enhance licensing effectiveness and efficiencies.

Oversees the creation and delivery of credentials to licensed gaming individuals.

Confers with attorneys assigned to Licensing within the Office of Chief Counsel and other PGCB bureau directors or staff concerning licensing matters.

Reviews proposed legislation for possible impact on licensing activities and provides analysis on such to the Executive Director and/or Chief Counsel.

Serves as a liaison or represents the Board and/or Bureau with numerous internal and external contacts including but not limited to gaming industry management employees, gaming industry human resource professionals, gaming manufacturers and service providers, legislators, Department of Revenue employees and other bureaus within PGCB.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing the gaming industry in Pennsylvania.

Prepares letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony at hearings.

Meets with applicants and representatives to discuss issues and concerns relating to licensing matters.

Analyzes, develops and organizes licensing issues and clearly presents issues orally and in writing to brief Board members, and to guide applicants and licensees.

Participates in Board meetings and makes recommendations on issues relating to licensing and legislative or regulatory changes.

Represents the Board at meetings, hearings and public forums, as directed.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Participates in budget and fiscal activities and manages licensing operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Investigates or aids in investigating complaints involving misconducts by bureau employees and recommends corrective action when necessary.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex licensing activities or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of laws, PGCB regulations, precedents, and policies governing the gaming industry in Pennsylvania.

Knowledge of all operating levels within the Bureau of Licensing, the overall licensing process, and related procedures and policies.

Knowledge of gaming business and industry practices.

Knowledge of the principles and practices of public administration and government operations.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements and leave.

Knowledge of the principles and practices of effective supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations to the gaming industry, stakeholders and the public.

Skill in directing operations.

Ability to analyze and apply regulations pertaining to licensure and activities of the gaming industry.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships with subordinates, Board members, state officials, employees in the gaming industry, other management staff in PGCB and the public.

Ability to provide advice, consultation, and leadership in gaming licensing matters.

Ability to integrate the work of licensing with the overall mission of the Board.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from licensing activities.

Ability to evaluate the effectiveness of the Bureau's activities.

Ability to exercise judgment in delegating responsibilities.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems utilized by the Board.

Ability to provide leadership, guidance, and managerial direction to subordinate staff.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Seven years as a Licensing Manager within the Bureau of Licensing, PGCB;

OR

Seven years of experience in a legal, licensing, or other regulatory program requiring the interpretation and application of statutes, regulations, and program policies, including four years of supervisory or managerial experience and a bachelor's degree;

OR

An equivalent combination of experience and training which includes four years of supervisory or managerial experience in a legal, licensing, or other regulatory program.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Analyze and apply regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and licensing activities.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Travel occasionally within Pennsylvania or United States but international travel could be required.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Management Pay Structure: GM10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LICENSING MANAGER, SPECIAL SERVICES UNIT
JOB CODE: C7114

JOB TITLE: LICENSING MANAGER
JOB CODE: C7027

JOB TITLE: LICENSING MANAGER, ENTERPRISE UNIT
JOB CODE: C7115

CLASS SUMMARY/DEFINITION:

This is responsible managerial work directing a comprehensive program of gaming licensing evaluation, investigation, administration, and special services in support of the gaming program of the Pennsylvania Gaming Control Board (PGCB or Board).

Supervision is received from the Director of Licensing.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, assigns, and directs the work of the Licensing Analysts and Licensing Technicians.

Manages a licensing unit that includes monitoring and reviewing all licensed applications of facilities, manufacturers, suppliers, vendors, junket enterprises and gaming and non-gaming employees.

Provides guidance and support to licensing analysts and others within the bureau.

Reviews all correspondence, charts and other documents in connection with the licensing and/or certification of all applicants.

Provides updates to the Director of Licensing on all issues involving their bureau.

Prepares various weekly, monthly and yearly reports.

Coordinates projects within the Licensing Bureau and other Bureaus as required or requested.

Interviews and recommends potential candidates for the Licensing Bureaus. Performs any other duties not listed above as required.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree and two years of supervisory experience;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST07, 08 or 09, depending on core function



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LICENSING ANALYST, ENTERPRISE LICENSING UNIT
JOB CODE: C7059

CLASS SUMMARY/DEFINITION:

The Licensing Analyst ensures the appropriate licensure, permitting, registration, or certification of business entities and individuals as required under the Pennsylvania Race Horse Development and Gaming Act and related regulations.

Supervision is received from either a Licensing Manager or the Director of Licensing.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Initiates routine correspondence, performs data entry on applicants.

Provides recommendations in connection with the development and improvement of new and existing data processing systems to enhance the integrity of the licensing process or to improve the efficiency of related activities.

Accepts and processes complex applications for slot machine operators, manufacturers, suppliers, gaming related gaming service providers, principals, key employees, permittees and others.

Prepares correspondence, reports, charts, and other documents in connection with licensing, permitting, registration, and certification responsibilities.

Communicates with applicant to ensure timely receipt of required information.

Updates databases to ensure accurate information is being tracked regarding the applicant, licensee, and affiliates.

Provides regular updates to Bureau managers on the status of applications and licenses and any other outstanding issues requiring supervisory action.

Responsible for the on-going review of complex entity organizational structures to determine licensed entity ownership and organizational changes.

Responsible for the review of complex documentation regarding licensees and licensee applicants including the review of contracts, litigation, and statement of condition submissions.

Responsible for the review of complex financial documentation related to an applicant including the review of SEC information to ensure compliance with licensing requirements.

Evaluates, in conjunction with legal staff, legal documents including term sheets, partnership agreements, court orders, trust documents, and other documents to ensure compliance with licensing requirements.

Assist in the preparation, fact checking and review of suitability reports.

Responsible for the issuance of principal and key employee credentials while maintaining an organized system to ensure a lapse of credential coverage does not occur.

Create and maintain public file of applicant or licensee submissions.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in a discipline appropriate to the position from an accredited college or university;

OR

An associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LICENSING ANALYST
JOB CODE: C7014

CLASS SUMMARY/DEFINITION:

The Licensing Analyst ensures the appropriate licensure, permitting, registration, or certification of business entities and individuals as required under the Pennsylvania Race Horse Development and Gaming Act and related regulations.

Supervision is received from either a Licensing Manager or the Director of Licensing.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Initiates routine correspondence, performs data entry on applicants.

Provides recommendations in connection with the development and improvement of new and existing data processing systems to enhance the integrity of the licensing process or to improve the efficiency of related activities.

Accepts and processes applications for operators, manufacturers, suppliers, vendors, junket enterprises, key employees, permittee and registrants and related revenue.

Prepares correspondence, reports, charts, and other documents in connection with licensing, permitting, registration, and certification responsibilities.

Communicates with applicant to ensure timely receipt of required information.

Updates databases to ensure accurate information is being tracked regarding the applicant, licensee, and affiliates.

Upon receipt of Board authorization, prepares and issues initial and renewed licenses, permits, registrations, and certifications.

Provides regular updates to Bureau managers on the status of applications and licenses and any other outstanding issues requiring supervisory action.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in a discipline appropriate to the position from an accredited college or university;

OR

An associate's degree in a closely related field from an accredited college and two years of additional experience from a government agency or a large business;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LICENSING TECHNICIAN
JOB CODE: C7070

CLASS SUMMARY/DEFINITION:

Assists with the preparation of credentials, which involves the printing of identification badges for gaming and non-gaming employees working on the gaming floor in licensed slots facilities.

Licensing Technicians report to a Licensing Manager.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Prepares applications for scanning into an imaging system in an effort to reduce the number of paper applications currently being stored.

Organizes paper applications and researching storage solutions to house future applications.

Processes tax clearance forms with the Departments of Revenue and Labor & Industry, as part of the application process for all employees and entities seeking licensure.

Prepares correspondence, charts and other documents for the reporting of credentials issued for gaming and non-gaming employees of slots facilities.

Uses the Microsoft packages of Word, Excel, Access, Outlook, etc.

Assist and answer questions concerning the imaging and credentialing processes.

Maintains alphabetic and numerical files by inserting and/or retrieving documents, preparation of new files, and updating file contents.

Performs other related duties.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma (or its equivalency) is required and two years of relevant work experience.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST04



[BACK TO THE TABLE OF CONTENTS](#)

BUREAU OF INVESTIGATIONS AND ENFORCEMENT



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DIRECTOR OF INVESTIGATIONS AND ENFORCEMENT
JOB CODE: C7010

SERIES NATURE OF WORK: This is the highest level of work within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial, investigative and administrative work in directing the statewide program of investigations and application of regulations, policies and procedures through a network of organizational units to ensure the integrity of licensed gaming industry and enforce activities in accordance with the Pennsylvania Race Horse Development and Gaming Act (Act).

The employee in this job independently directs, through subordinate staff, the activities of the bureau engaged in suitability, financial, technology and regulatory investigations of licensed gaming in accordance with law, regulations, rules and policies. Work includes planning and directing all phases of the operations of the Bureau; establishing and administering policies and procedures to ensure efficient flow of work assignments and information within in the Bureau and to other bureaus and offices in the Pennsylvania Gaming Control Board (PGCB or Board); assisting with the development of regulations; and directly participating in policy decisions relative to the regulatory and investigative work of the PGCB. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees; making assignments; directing the priorities of the Bureau, reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. Work includes participating in budgetary and fiscal activities and discussion and managing operations in a fiscally prudent fashion. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Works includes liaison activities with the Department of Revenue, Pennsylvania State Police, Office of Attorney General, major law enforcement agencies and gaming regulators in other gaming jurisdictions. Work includes travel to conduct investigative activities or representing the Bureau in meetings, hearings and public forums. An important aspect of this work is the responsibility for the integration of the bureau's investigative work with other bureaus and offices and with the overall mission and duties of the Board. The position reports to the Executive Director for administrative matters in regard to determinations of policy and general agency operations. As the Act mandates that investigatory and prosecutorial functions of the Bureau of Investigations and Enforcement may not be commingled with the adjudicatory functions of the Board, and the Executive Director may not direct or limit the scope of a background investigation, the position is independent of the Executive Director for those specified purposes. This position is subject to a background investigation conducted by the Pennsylvania State Police.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures to administer an investigative program to determine suitability and/or ensure adherence of the gaming industry and gaming patrons to state law, regulations or controls and integrates the investigative activities with the overall mission of the Pennsylvania Gaming Control Board.

Directs, through subordinate staff, the activities of the bureau engaged in suitability, financial, technology and regulatory investigations of licensed gaming in accordance with law, regulations, rules and policies.

Interprets law, regulations, policies, procedures, standards and objectives of investigative activities for subordinates.

Plans and organizes work, assigns works, determines work priority, sets goals or objectives, and reviews work performance.

Monitors investigative activities and provides guidance and assistance, as necessary; and reviews reports from bureau staff for completeness and required information.

Determines and directs workforce resources towards specific investigative activities as situations warrant.

Monitors investigative activities and content and provides direction in specific situations to ensure appropriate action is taken by the Bureau including referring matters or issues to other entities, both within PGCB and to outside enforcement entities.

Reviews and analyzes reports and other communications to determine work being performed, trends and investigative effectiveness and completeness.

Serves as a liaison or represents the Bureau with numerous internal and external contacts including but not limited to gaming industry management employees, gaming manufacturers and service providers, legislators, Pennsylvania State Police and other law enforcement agencies, Department of Revenue employees and gaming regulators in other gaming jurisdictions.

Works with the Board's Director of The Office of Enforcement Counsel and enforcement counsel staff to coordinate investigations and determine proper interpretation and implementation of laws and regulations governing the gaming industry in Pennsylvania related to suitability investigations and enforcement actions.

Prepares and/or reviews letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forms.

Reviews proposed legislation for possible impact on investigative and regulatory activities and provides analysis on such to the Executive Director and/or Chief Counsel.

Participates in budget and fiscal activities and manages operations in a fiscally prudent manner including effectively managing personnel costs.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Investigates or aids in investigating complaints involving misconducts by bureau employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex investigations or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of compliance and investigation, including liaison responsibilities within PGCB, Department of Revenue and local or state law enforcement.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of interviewing practices and techniques.

Knowledge of legal procedures involved in investigating, including rules of evidence, discovery, and subpoena.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations to the gaming industry, stakeholders and the public.

Skill in conducting and directing investigations.

Ability to analyze and apply regulations pertaining to the licensure, investigation and activities of the gaming industry.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships with subordinates, state officials, employees in the gaming industry, law enforcement entities, other management staff in PGCB and the public.

Ability to provide advice, consultation, and leadership in gaming investigation matters.

Ability to integrate the work of investigations with the overall mission of the Board.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from suitability, financial, technology and regulatory investigative activities.

Ability to conduct or direct investigative activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of the Bureau's activities.

Ability to exercise judgment in delegating responsibilities.

Ability to establish administrative procedures and operation and to evaluate their efficiency and effectiveness.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Five years of experience as a Deputy Director in the Bureau of Investigations and Enforcement, PGCB;

OR

Seven years as an Investigator Supervisor with the PGCB;

OR

Seven years of progressively responsible investigative experience involving interpersonal public contact work requiring the development and presentation of evidence regarding

violations or alleged violations of rules and regulations, including two years of supervisory experience and a bachelor's degree;

OR

Any equivalent combination of experience and training which includes seven years of experience directing an enforcement related function.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Analyze and apply regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and investigative activities.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Travel mainly within the United States but international travel could be required.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Management Pay Structure: GM11



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DEPUTY DIRECTOR, INVESTIGATIONS AND ENFORCEMENT
JOB CODE: C7023

SERIES NATURE OF WORK: This is the second highest level of work within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial, investigative and administrative work directing the program of investigations and application of regulations, policies and procedures in one or more divisions in the Bureau of Investigations and Enforcement at the Pennsylvania Gaming Control Board.

An employee in this job directs, through subordinate staff, the activities of one or more divisions engaged in suitability, financial and regulatory investigations of licensed gaming in accordance with law, regulations, rules and policies. Work involves planning and directing the application of law, regulations and rules governing investigations of licensed gaming entities. Work involves assisting in developing, evaluating and implementing investigative policies and procedures to insure efficient flow of work assignments and information within the Bureau and to other bureaus and offices in the PGCB. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees; making assignments; directing the priorities of the work within one or more divisions; reviewing and evaluating subordinates' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs and administering discipline. Work involves performing all administrative aspects of assigned division(s) including records, equipment and physical space management. Work includes travel to meet with subordinate staff, conduct investigative activities, participate in sensitive or complex investigations or representing the Bureau in meetings, hearings and public forums. Work may include face to face or virtual oversight of subordinates. Work is performed with considerable independence under the direction of the Director of Investigations and Enforcement and is reviewed through periodic conferences and review of written reports.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Plans, directs and assigns investigations, through subordinate staff, within one or more divisions, including but not limited to providing guidance and instruction on investigative policies and procedures, direction of personnel and other resources, and determination of investigative priorities.

Analyzes information and needs and establishes priorities regarding investigations.

Assists in developing, evaluating and implementing policies and procedures that ensure investigations and assignments are handled in an efficient, timely and complete manner. This includes maintenance and use of the bureau's case management system.

Interprets law, regulations, policies, procedures, standards and objectives of investigative activities for subordinates.

Compiles reports for the Director of Investigations and Enforcement regarding activities of one or more divisions and on other information, as requested.

Directs all administrative aspects of one or more divisions including the maintenance of records, office space, security, phones, vehicle usage, computers and other equipment.

Approves investigative procedures, letters, forms and other case related correspondence.

Reviews and approves investigative reports, suitability recommendations, and other work performed by their subordinates.

Provides solutions and recommendations regarding overall bureau operations and policies to the Director of Investigations and Enforcement to ensure consistency and efficiency across the bureau.

Works with the Board's Office of Enforcement Counsel staff on all matters of mutual interest.

Monitors investigative activities and content and provides information to the Director of Investigations and Enforcement regarding specific situations to ensure appropriate action is taken by PGCB including referring matters or issues to other entities, both within PGCB and to law enforcement and regulatory entities.

Establishes professional contact with other department heads, law enforcement agencies, and other regulatory agencies.

Serves as a liaison or represents the Bureau with numerous internal and external contacts, at the direction of the Director of Investigations and Enforcement, including but not limited to the executive director, bureau directors, gaming industry management employees, gaming manufacturers and service providers, legislators, Pennsylvania State Police, Office of Attorney General and other law enforcement agencies, Department of Revenue employees and gaming regulators in other gaming jurisdictions.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forums.

Evaluates employee performance and prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Aids in investigating complaints involving misconduct by bureau employees and recommends corrective action when necessary.

Evaluates training needs of divisional staff and requests and/or recommends training courses for staff.

Guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting sensitive or complex investigations or for the purposes of instruction. Communicates with the Director personnel issues and pertinent investigative information that affects deadlines.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of investigation.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of interviewing practices and techniques.

Knowledge of legal procedures involved in investigating, including rules of evidence, discovery, and subpoena.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations.

Skill in conducting and directing investigations.

Ability to analyze and apply regulations pertaining to the licensure, investigation and activities of the gaming industry.

Ability to analyze and apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from suitability, financial, and regulatory investigative activities.

Ability to conduct or direct investigative activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of a division's activities.

Ability to exercise judgment in delegating responsibilities.

Ability to evaluate the efficiency and effectiveness of administrative procedures and operations.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience as an Investigator Supervisor in the Bureau of Investigations and Enforcement, PGCB;

OR

Six years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection, including two years of supervisory experience and a bachelor's degree;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Analyze and apply regulations, policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and investigative activities.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Travel mainly within the United States but international travel could be required.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INVESTIGATOR SUPERVISOR
JOB CODE: C7030

SERIES NATURE OF WORK: This is first level supervisory work reporting to a Deputy Director within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is investigative and supervisory work over a squad of investigators within an organizational unit in the Bureau of Investigations and Enforcement (BIE) at the Pennsylvania Gaming Control Board.

An employee in this job directs, through subordinate staff, the activities of investigators engaged in suitability, financial and regulatory investigations of licensed gaming in accordance with law, regulations, rules and polices. The work is supervisory in nature including but not limited to assigning work, reviewing work performance, preparing and signing performance evaluations, approving or disapproving leave requests, directing travel and overtime and ensuring the development of staff with a goal of maintaining efficient and effective operations. Work also includes reviewing and approving investigative reports, approving expenses related to investigations, providing guidance and instruction to staff on policy and investigative procedures, and apprising a Deputy Director on the status of cases and personnel related matters. Work includes travel to conduct investigative activities or participate in hearings and meetings as a working level supervisor. Work may include participation in the interviewing and recommending employee selection and participating in the grievance process and employee discipline. Work is planned, organized, and carried out within established policies, procedures, rules and regulations and is directed and reviewed by a Deputy Director or Director through reports, in person, telephonic or virtual conferences, and observation of quality and quantity of investigative work.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises investigators and other supportive personnel in the conduct of investigations regarding suitability, financial and regulatory investigations related to gaming in accordance with the Pennsylvania Race Horse Development and Gaming Act.

Reviews and approves reports and expenses submitted by investigators.

Trains and instructs subordinate staff.

Analyzes data and documents obtained during an investigation.

Searches and analyzes financial and corporate records for individuals and entities to determine business or personal suitability for licensure.

Uses and understands public source information obtained from commercial and proprietary database searches, i.e. Lexis Nexis, Accurant and Inquiries.

Conducts interviews of applicants, employers, law enforcement officials, references, social and business acquaintances to aid in determining suitability for licensure.

Prepares and reviews detailed written reports on investigations that set forth investigative findings.

Participates in surveillances when required in order to accomplish investigative needs.

Establishes liaison and working relationships with law enforcement, businesses, educational institutions, and regulatory agencies.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forms.

Travels extensively within the Commonwealth, the United States and abroad to complete investigative assignments. (Personal transportation arrangements may be required in accordance with agency policy.)

Evaluates employee performance and prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Aids in investigating complaints involving misconduct of subordinates and recommends and implements corrective action when necessary.

Evaluates training needs of the investigators and administrative staff and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Communicates with the Deputy Director and Director personnel issues and pertinent investigative information that affects deadlines.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of investigative techniques relative to financial and background investigations.

Knowledge of corporation structures and complex financial transactions.

Knowledge of business and public source information systems.

Knowledge of basic interviewing practices and techniques.

Knowledge of legal procedures involved in investigation, including rules of evidence, discovery, and subpoena.

Knowledge of the principles and practices of supervision.

Knowledge of the appropriate procedures for receiving and reporting confidential information.

Skill in the supervision of subordinates.

Ability to analyze and apply regulations pertaining to the licensure, investigation and activities of the gaming industry.

Ability to apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contract.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the squad or Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from suitability, financial, and regulatory investigative activities.

Ability to conduct and direct investigative activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of an employee's activities.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel both in the United States and abroad to conduct investigations on applicants seeking gaming licensure.

Ability to work extended work shifts, day or night.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience as an Investigator with the Pennsylvania Gaming Control Board;

OR

Four years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations,

public corruption, narcotics trafficking or money laundering, or intelligence collection, and a bachelor's degree;

OR

An equivalent combination of experience and training.

SPECIAL REQUIREMENT:

The ability to operate a motor vehicle and the possession of a valid Pennsylvania operator's license is required.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and investigative activities.

Travel within the United States and abroad.

Operate a motor vehicle.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INVESTIGATOR
JOB CODE: C7019

SERIES NATURE OF WORK: This is entry level work reporting to an Investigator Supervisor within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is investigative work within an organizational unit in the Bureau of Investigations and Enforcement (BIE) at the Pennsylvania Gaming Control Board.

An employee in this job is responsible for performing specific investigative duties relating to suitability investigations for licensure of gaming applicants and other investigations involving violations of the Pennsylvania Race Horse Development and Gaming Act, Act 71. Work includes investigations involving financial and character suitability, business integrity and alleged violations of Act 71, the PGCB Code of Ethics and other related duties as required. Work is mainly performed alone but based on volume or complexity work may be performed with other investigators or in consultation with the Office of Enforcement Counsel or employees of the Specialized Unit within the Bureau of Investigations and Enforcement. Work is performed under the direction of an Investigative Supervisor, a Deputy Director or the Director who evaluates work through review of reports and recommendations.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Conducts in-depth financial and background investigations of persons and companies seeking approval for transactions related to gaming, or licensure to conduct or participate in gaming.

Examines and evaluates personal and business financial records (e.g., checking account statements, deposit records, credit card statements, tax returns and transcripts, real estate documents, bank records, ledger accounts, etc.) to determine source, adequacy and suitability of funds.

Conducts interviews and investigations of applicants, employers, law enforcement officials, references, social and business acquaintances.

Establishes liaison and working relationships with law enforcement, businesses, educational institutions, and regulatory agencies.

Reviews and analyzes application documents, criminal history information, financial records, tax information, business records, public information, and confidential records in accordance with BIE policies and procedures.

Investigates persons regulated by the Board for non-criminal violations of Act 71 including but not limited to exclusion requests for patron misconduct, payments to prohibited vendors, gaming employee misconduct and underage gaming.

Prepares detailed written reports on investigations that set forth investigative findings based on policies and procedures.

Conducts and processes self-exclusion interviews.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forms.

Uses and understands public source information obtained from commercial and proprietary database searches, i.e. Lexis Nexis, Accurint and Inquiries.

Travels extensively within the Commonwealth, United States and abroad to complete investigative assignments as needed. (Personal transportation arrangements may be required in accordance with agency policy.)

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of investigative techniques relative to financial and background investigations.

Knowledge of corporation structures and complex financial transactions.

Knowledge of business and public source information systems.

Knowledge of civil rights of individuals under investigation.

Knowledge of procedures concerning rules of evidence.

Knowledge of procedures in conducting covert surveillance.

Knowledge of Act 71, the PGCB's regulations, policies and procedures.

Ability to prepare detailed written investigative reports.

Ability to organize assigned investigative work.

Ability to analyze investigative findings.

Ability to conduct interviews.

Ability to travel extensively both in the United States and abroad to conduct investigations on applicants seeking gaming licensure.

Ability to read, speak, write and communicate in English.

Ability to work extended work shifts day or night.

Ability to testify as a witness before the Pennsylvania Gaming Control Board or other courts of law or hearing forum.

Ability to conduct covert surveillance and serve emergency suspensions.

Ability to evaluate, analyze, and report information resulting from suitability, financial, and regulatory investigative activities.

Ability to conduct investigative activities of varying complexity so that all pertinent details are obtained.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Two years as a Casino Compliance Representative;

OR

A bachelor's degree from an accredited college or university in Criminal Justice, Accounting, Finance or related field;

OR

Four years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection;

OR

An equivalent combination of experience and training.

SPECIAL REQUIREMENT:

The ability to operate a motor vehicle and the possession of a valid Pennsylvania operator's license is required.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Travel, at times extensively, within the United States and abroad.

Operate a motor vehicle.

Work is generally performed in a typical office environment. However, work may be performed in a casino environment including exposure to loud noise, flashing lights, crowded areas and smoke.

Union Pay Structure: ST07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INVESTIGATIVE ANALYST SUPERVISOR
JOB CODE: C7018

SERIES NATURE OF WORK: This is first level supervisory work reporting to a Deputy Director within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board.

CLASS SUMMARY/DEFINITION:

This is investigative and supervisory work over investigative analysts within the Investigative Analyst Unit in the Bureau of Investigations and Enforcement at the Pennsylvania Gaming Control Board (PGCB or Board).

An employee in this job directs the activities of investigative analysts engaged in a broad range of technical work and investigative research relating to licensure for all gaming and non-gaming applications submitted via SLOTSLINK, as well as registered gaming service providers, taverns, and entities associated with expanded gaming, in accordance with law, regulations, rules and polices. The work is supervisory in nature including but not limited to assigning work, reviewing work performance, preparing and signing performance evaluations, approving or disapproving leave requests and ensuring the development of staff with a goal of maintaining efficient and effective operations. Work also includes reviewing and approving investigative reports, providing guidance and instruction to staff on policy and procedures, and apprising a Deputy Director on the status of cases and personnel related matters. Work includes planning, researching, coordinating, evaluating and compiling confidential information for dissemination to others in and outside of the PGCB; transmitting reports to the Office of Enforcement Counsel and Bureau of Licensing; and participating in hearings and meetings as a working level supervisor. Work may include participation in the agency interviewing and selection process for new employees, as well as participating in the grievance process and employee discipline. Work is planned, organized, and carried out within established policies, procedures, rules and regulations and is directed and reviewed by a Deputy Director or Director through reports, in person, telephonic or virtual conferences, and observation of quality and quantity of investigative work.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Supervises investigative analysts in the conduct of background checks related to gaming and non-gaming applications and registered gaming service providers, notifications, publicly traded corporations, taverns, and Video Gaming Terminal (VGT) establishments in accordance with the Pennsylvania Race Horse Development and Gaming Act.

Reviews and approves reports and briefs submitted by investigative analysts.

Trains and instructs subordinate staff.

Reviews and assesses applications received from the Bureau of Licensing to define the investigative objective and scope of each case.

Manages workflows within the Bureau of Investigations and Enforcement (BIE) database.

Reviews investigative product for accuracy and completeness.

Establishes and maintains professional contacts with law enforcement, outsource contractors and other regulatory boards and commissions.

Handles all requests for information from gaming regulators in other gaming jurisdictions and manages the dissemination of their information from BIE files.

Uses and understands public source information obtained from commercial database searches, i.e. Lexis Nexis and PACER.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Board Members, and other courts of law or hearing forums.

Participates in administration of 3rd party contractors and selection.

Completes computer-based background investigations when necessary and to ensure that productivity expectations within the unit are met.

Evaluates employee performance and prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Aids in investigating complaints involving misconduct of subordinates and recommends and implements corrective action when necessary.

Evaluates training needs of the investigative analysts and requests and/or recommends training courses for staff.

Implements contractual and administrative rights and obligations for subordinate staff.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Communicates with the Deputy Director and Director personnel issues and pertinent investigative information that affects deadlines.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, and leave.

Knowledge of basic interviewing practices and techniques.

Knowledge of legal procedures involved in investigation, including rules of evidence, discovery, and subpoena.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Ability to analyze and apply regulations pertaining to the licensure, investigation and activities of the gaming industry.

Ability to apply the policies, standards and procedures of the PGCB as well as collective bargaining unit contract.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the unit or Bureau in meetings, hearings, and public forums.

Ability to evaluate, analyze, and report information resulting from background checks or investigative activities.

Ability to conduct or direct investigative activities of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of an employee's activities.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Two years of experience as an Investigator or Investigative Analyst with the Pennsylvania Gaming Control Board;

OR

Four years of law enforcement, financial investigative, or administrative experience in background investigations, organized crime investigations, white collar crime investigations, public corruption, narcotics trafficking or money laundering, or intelligence collection, including two years of supervisory experience and a bachelor's degree from an accredited college or university in criminal justice, accounting, finance or related field;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Plan and direct work activities.

Evaluate work product and performance of employees and investigative activities.

Work is mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: INVESTIGATIVE ANALYST
JOB CODE: C7054

SERIES NATURE OF WORK: This is entry level work reporting to an Investigative Analyst Supervisor (first level supervisor) or a Deputy Director within the Bureau of Investigations and Enforcement within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is technical investigative work in the Bureau of Investigations and Enforcement (BIE) at the Pennsylvania Gaming Control Board.

An employee in this job is responsible for performing a broad range of technical work and investigative research relating to licensure for all gaming and non-gaming applications, gaming service provider registrations, nongaming gaming service provider notifications, publicly traded corporation notifications, interactive gaming notifications, VGT establishment licenses and tavern gaming licenses. Work involves conducting background checks which may include a review of credit reports, tax affidavits, records searches and criminal history reports. Work includes making recommendations for approval or denials or referral to the Office of Enforcement Counsel for further review; maintaining detailed investigative case notes; preparing written investigative reports in accordance with established policies and procedures; providing testimony; and performing administrative duties such as data entry, scanning and filing. Work is performed under the general supervision of the Investigative Analyst Supervisor (first level supervisor) or a Deputy Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Reviews and analyzes applications, criminal history records, tax records, financial records and/or credit reports.

Prepares detailed case notes based on reviewed and analyzed information.

Prepares investigative reports and recommendations for approval, denial or further review.

Determines supplemental leads for further research and analysis.

Conducts telephone interviews, of applicants and employers, to resolve basic issues involving information accuracy.

Assists and supports investigators in the compilation and analysis of information in complex background investigations and provides suggestions or recommendations to the investigative process.

Develops and maintains relationships with federal and state agencies, gaming jurisdictions and law enforcement.

Liaisons with other PGCB staff regarding investigations and analytical information.

Testifies at administrative hearings before the Office of Hearings and Appeals.

Provides briefings or reports on analytic products and techniques.

Assists to prioritize investigative initiatives and projects and tracks results.

Uses and understands public source information obtained from commercial and proprietary database searches, i.e. Lexis Nexis, Accurint and Inquiries.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of business and public source information systems.

Knowledge of PGCB's regulations, policies and procedures.

Knowledge of analytical methodologies.

Knowledge of basic interview techniques.

Ability to prepare written reports.

Ability to organize assigned work.

Ability to prepare findings and recommendations.

Ability to read, speak, write and communicate in English.

Ability to conduct interviews.

Ability to establish working relationships.

Ability to testify before the Pennsylvania Gaming Control Board's Office of Hearings and Appeals.

Ability to evaluate, analyze, and report information resulting analytical investigative activities.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree from an accredited college or university;

OR

An associate's degree from an accredited college or university and two years of technical or professional experience in the field of law enforcement;

OR

Five years of technical or professional experience in a law enforcement agency;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Work is mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SPECIALIZED UNIT MANAGER
JOB CODE: C7127

SERIES NATURE OF WORK: This is the second highest level of work within the Bureau of Investigations and Enforcement (BIE), which addresses financial and technology investigative matters, within the Pennsylvania Gaming Control Board (PGCB or Board).

CLASS SUMMARY/DEFINITION:

This is managerial and administrative work of a technical, investigative, and specialized nature involving the development of policy, planning, analysis, evaluation and coordination of programs and investigations in the Specialized Investigations Unit, including the Specialized Section and the Financial Investigations Section, within BIE.

An employee in this job performs managerial, administrative, and supervisory work directing a section or sections through subordinate supervisors that handle specialized and complex financial and/or technology investigations into gaming operations, gaming systems or platforms and licensed gaming personnel. Work involves the development of policies or procedures to direct technical or specialized investigations through subordinate staff. Work involves providing direction and support regarding intricate accounting and information technology investigations to ensure the integrity of gaming and compliance with laws, regulations and approved accounting and internal control procedures within the gaming industries operating in Pennsylvania. Work involves coordination of activities with Office of Enforcement Counsel (OEC) and other entities within the PGCB as necessary to execute duties. Work also involves interpreting assignments, rules, regulations, policies and procedures for supervisors and employees, making assignments, directing the priorities of the work, reviewing and evaluating subordinates' work performance preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and complaints, evaluating training needs, and administering discipline. Work involves performing all administrative aspects of assigned sections including records, equipment, and physical space management. Work includes travel to conduct investigative activities, participate in sensitive or complex investigations or representing the Bureau in meetings, hearings and public forums. Work may include face to face or virtual oversight of subordinates. Work is performed in connection with applications for licensing, applications for license renewals, or from referral from internal or external sources to investigate compliance with applicable Pennsylvania gaming laws and regulations. Work is performed with considerable independence under the direction of the BIE director with guidance from OEC and the Chief Enforcement Counsel and is reviewed through periodic conferences and review of written reports.

EXAMPLES OF WORK:

Plans, directs, and assigns investigations within the unit to include the provision of guidance and instruction pertaining to investigative policies and procedures including for the areas of financial or technology systems, security controls, and management procedures for gaming licensees and operators.

Develops, implements, and maintains policies and procedures that ensure investigations and assignments are handled in an efficient, timely, and complete manner. This includes maintenance and use of the bureau's case management system.

Provides solutions and recommendations regarding overall bureau operations and policies to the bureau director to ensure consistency and efficiency across the bureau.

Provides technical guidance and information about accounting practices and procedures and/or technology systems operations and security to subordinate staff, OEC, other entities within the BIE and other entities within the PGCB as necessary.

Directs all administrative aspects of the Specialized Investigations Section and Financial Investigations Section including the maintenance of records, office space, security, phones, vehicle usage, computers, and highly technical electronic equipment.

Approves investigative procedures, letters, forms, and other case related correspondence.

Reviews and approves investigative reports, suitability recommendations, compliance reviews, time and attendance reports, and other work performed by assigned staff.

Provides support and assistance to OEC attorneys and/or BIE investigators as needed, in the area involving financial investigations and specialized investigations.

Establishes professional contact with other department heads, law enforcement agencies, contractors, and other regulatory agencies.

Works with OEC staff on all matters of mutual interest.

Monitors investigative activities and content and provides information to the Director of Investigations and Enforcement regarding specific situations to ensure appropriate action is taken by PGCB including referring matters or issues to other entities, both within PGCB and to law enforcement and regulatory entities.

Serves as a liaison or represents the Bureau with numerous internal and external contacts, at the direction of the Director of Investigations and Enforcement, including but not limited to the Executive Director, bureau directors, gaming industry management employees and their counsel, gaming manufacturers and service providers, Pennsylvania State Police, Office of Attorney General and other law enforcement agencies, Department of Revenue employees and gaming regulators in other gaming jurisdictions.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forms.

Evaluates employee performance and prepares and signs employee performance reviews.

Participates in the review of complaints and grievances and recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Aids in investigating complaints involving misconduct by bureau employees and recommends corrective action when necessary.

Evaluates training needs of divisional staff and requests and/or recommends training courses for staff.

Guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting sensitive or complex investigations or for the purposes of instruction.

Communicates with the Director personnel issues and pertinent investigative information that affects deadlines.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of specialized investigative devices or equipment.

Knowledge of accounting principles, practices, and methods.

Knowledge of financial matters including taxes, financial reporting, audits, contracts, equity and debt financing documents, and entity structure and formation.

Knowledge of information technology systems and platforms.

Knowledge of legal procedures involved in investigating, including rules of evidence, discovery, and subpoena.

Knowledge of the principles, methods, materials and practices of complex investigations.

Knowledge of the laws and regulations governing IT audits, financial audits, operational audits, background investigations, financial fitness investigations, and highly sophisticated complex investigations.

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in analyzing, appraising, and organizing facts, evidence and precedents concerned in complex cases brought before the Board.

Skill in ascertaining facts by personal contact and observation and in the examining of records or programs.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations.

Skill in conducting and directing investigations.

Ability to plan, assign, direct and coordinate the work of subordinate investigators.

Ability to analyze and apply regulations pertaining to the licensure, investigation, and activities of the gaming industry.

Ability to analyze and apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to determine violations and non-compliance, to detect and explain significant accounting and internal control irregularities, and to recommend effective corrective measures.

Ability to analyze and interpret data and reports and to instruct and advise subordinates regarding proper work methods.

Ability to interact tactfully and effectively with government officials, employees, applicants, licensees, and the Board.

Ability to gather, assemble, correlate, and analyze investigative facts and devise solutions to IT audits, financial audits, and technical investigative problems.

Ability to express ideas clearly and concisely, verbally and in writing and arrive at sound logical conclusions.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING: (NOTE: Based on the Entry Level Knowledges, Skills, and Abilities):

Ten years of experience in progressively responsible transactional (financial) work in regulatory oversight or compliance, accounting, tax, investigative, and/or financial audit work with exposure to a wide variety of entities, a bachelor's degree (or higher) in Accounting from an accredited college or university and professional certification of CPA. Additionally, other certifications such as CIA, CFA, CFF, FCPA or CFE are preferred but not required. Experience must indicate competence in most of the following fields: accounting, taxes, finance, business valuations, etc.; and experience with various types of accounting, tax, and MicroSoft software.

The following may also be considered:

Ten years of experience in progressively responsible information technology work in regulatory oversight or compliance, computer programming, risk assessment, incident prevention, security maintenance, access controls and general operations assessment for information access, security and data privacy controls and/or information technology audit

work, a bachelor's degree (or higher) in Computer Science and a certification in CISSP, CISM, CCFP or CISA. CISA certification is preferred. Experience in specifying and implementing security controls for a large organization, data encryption techniques, code development, ethical hacking, and advanced level spreadsheet is preferred. Experience with Internet Protocol Systems/Intrusion Detection Systems, Security Information Event Management, or forensic analysis technique is preferred. Experience should reflect knowledge of system and application security threats and vulnerabilities as well as cyber risk management frameworks.

A master's degree in Economics, Finance, Accounting, or Computer Science is preferred.

BASIC ESSENTIAL JOB FUNCTIONS:

Operates a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Develops, interprets, and applies policies and procedures.

Analyzes data and information and develops findings.

Plans and directs work activities.

Evaluates work product and performance of employees and investigative activities.

Reads, writes, speaks, understands, and communicates in English language sufficiently to perform the duties of the position.

Performs complex mathematical computations.

Develops and maintains effective working relationships.

Works in an office setting.

Works on occasion in a smoking and non-smoking casino environment which includes but is not limited to constant flashing lights, constant noise, and crowded area.

Travels.

Management Pay Structure: GM08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SPECIALIZED SECTION SUPERVISOR
JOB CODE: C7128

CLASS SUMMARY/DEFINITION:

This is first-level supervisory work of a technical, investigative and specialized nature involving the directing, planning and coordinating of investigations in the Specialized Section within the Bureau of Investigations and Enforcement (BIE).

An employee in this job performs supervisory work directing subordinate investigators that specialize in complex technology investigations into gaming operations, gaming systems or platforms and gaming personnel. Work involves application of policies and regulations. Work involves coordinating and directing investigations into intricate information technology and analytical work to ensure the integrity of gaming and compliance with laws, regulations and approved internal control procedures within gaming industries operating in Pennsylvania. Work involves advising the specialized unit manager on the status of investigations and scope of findings. Work involves participation in coordinated activities with the Office of Enforcement Counsel and other entities within Pennsylvania Gaming Control Board (PGCB or Board) as necessary to execute duties.

Work is performed in connection with applications for licensing, applications for license renewals, or from referral from internal or external sources to investigate compliance with applicable Pennsylvania gaming laws and regulations.

Work is performed with considerable independence under the direction of the Specialized Unit Manager with insight and guidance from the BIE director and the Office of Enforcement Counsel (OEC), Chief Enforcement Counsel.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Coordinates, directs and assigns investigations within the specialized section to including the provision of guidance and instruction to subordinates concerning the application of policies, regulations and investigative techniques and evidence for the area of information technology systems including but not limited to security and internal controls, gaming systems and gaming platforms for gaming licensees and operators.

Reviews complaints and activities involving applicants and licensees and recommends types of technical investigative procedures or alternate action to be taken.

Directs the development and evaluation of information sources for reliability.

Directs and supervises technical investigative operations of surveillance, document examination, interrogation, forensic examination, auditing and the use of highly sophisticated electronic equipment.

Directs and assists complex or specialized investigations of the operations, testing, and /or documentation of various types of gaming related products, systems and associated gaming

equipment to ensure such operations, testing and/or documentation are consistent and compatible with those approved by the PGCB pursuant to the Act. This shall include but not be limited to the operational compatibility with Central Control System ("CCS"), the accuracy of payout percentages, compliance with meter requirements, cage and count room protocols, financial documentation, accounting and procedural protocols, testing, compliance, data reproduction, data testing, access testing and any other types of operational and testing protocols. Supervises and directs the examination of private and public records involving services rendered, equipment and supplies usage, contracts, ledgers, and financial records to determine legality of operations and possible involvement in activities in violation of the Act, PGCB regulations or approved internal controls and accounting procedures.

Assists manager in providing technical guidance and information regarding information systems operations, programming and security to subordinate staff, OEC and other entities within the BIE.

Evaluates and investigates the effectiveness of controls placed in operation by the PGCB over data collection by Multiple Terminal Site Controllers ("MTSC") and the Central Control System.

Develops plans to investigate and document the existence, adequacy, and efficiency of internal controls in all areas of slot machines, table games, VGTs, interactive games, fantasy sports, casino simulcasting, and other gaming activity as approved under the Act, as required.

Confers with federal, state and local government officials, the Attorney General, district attorneys, and state or local law enforcement authorities concerning technical investigations when directed to do so by the unit manager, bureau director or OEC's director.

Recommends the acquisition of equipment, materials or supplies necessary to conduct technical investigations.

Supervises the preparation of final summaries and case reports to ensure factual content, evidentiary support, and logical conclusions are achieved and in compliance with reporting standards. This includes the maintenance and use of the Bureau's case management system.

Provides support and assistance to OEC attorneys and/or BIE investigators as needed, in area involving specialized investigations.

Testifies before the Board and/or other legal venues regarding the work performed and the conclusions prepared/presented.

Performs a full range of supervisory duties including but not limited to interviewing, recommending discipline and evaluating employee performance.

Participates in the performance of their subordinates work consistent with operational or organizational requirements.

Performs related work as required.

ENTRY LEVEL KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the basic rules of evidence.

Knowledge of the principles, methods, materials and practices of complex investigations.

Knowledge of the laws and regulations governing information technology (IT) audits, financial audits, operational audits, background investigations, financial fitness investigations, and highly sophisticated complex investigations.

Skill in analyzing, appraising, and organizing facts, evidence and precedents concerned in complex cases brought before the Board.

Skill in ascertaining facts by personal contact and observation and examining of records.

Ability to plan, direct and coordinate the work of a staff of technical investigators.

Ability to analyze and interpret data and reports and to instruct and advise subordinates regarding proper work methods.

Ability to determine violations and non-compliance, to detect and explain significant accounting and internal control irregularities, and to recommend effective corrective measures.

Ability to interact tactfully and effectively with government officials, employees, applicants, licensees, and the Board.

Ability to gather, assemble, correlate, and analyze investigative facts and devise solutions to IT audits, financial audits, and technical investigative problems.

Ability to express ideas clearly and concisely, verbally and in writing and arrive at sound logical conclusions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES:

All of the entry level knowledges, skills and abilities listed above as well as:

Knowledge of accounting and auditing principles and methods and their application to governmental accounting systems.

Knowledge of the Act, the PGCB's regulations, policies and procedures.

MINIMUM EXPERIENCE AND TRAINING:

Six years of progressively responsible accounting, tax, and/or information technology work or a combination of work with exposure to a wide variety of entities and situations involving technical investigations and a bachelor's degree (or higher) in Accounting, Pre-Law or Computer Science from an accredited college or university.

Preferred Experience Includes: A master's degree in Economics, Finance, Accounting, or Computer Science.

SPECIAL REQUIREMENTS:

The following certifications are preferred CPA, CIA, FCPA, CFF, CFE, CFA, CISSP, CCFP, CISM or CISA. Other certifications may be considered.

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze data and information and develop findings.

Communicate verbally and in writing in the English language;

Interpret and apply policies and procedures.

Direct the work of subordinate staff.

Work in an office setting.

Work on occasion in a smoking and non-smoking casino environment which includes but is not limited to constant flashing lights, constant noise, and crowded area.

Travel.

Type.

Operate a personal computer, telephone and other office equipment.

Union Pay Structure: ST10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SPECIALIZED INVESTIGATOR
JOB CODE: C7129

CLASS SUMMARY/DEFINITION:

This is technical work of an investigative, specialized and analytical nature in the Specialized Section within the Bureau of Investigations and Enforcement (BIE).

An employee in this job performs specialized and complex technology investigations into gaming operations, gaming systems or platforms and gaming personnel. Work involves application of policies and the Pennsylvania Gaming Control Board's (PGCB or Board) regulations. Work involves investigating intricate information technology operations, systems and/or platforms and performs financial and analytical work to ensure the integrity of gaming and compliance with laws, regulations and approved internal control procedures within gaming industries operating in Pennsylvania. Work involves recommending corrective action and drafting reports.

Work is performed in connection with applications for licensing, applications for license renewals, or from referral from internal or external sources to investigate compliance with applicable Pennsylvania gaming laws and regulations.

Work is performed with considerable independence under the direction of the supervisor.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Conducts specialized technical investigations involving information technology and/or accounting to detect misconduct and abuse in the programs, networks, operations, and contracting activities by any applicant or licensee under the jurisdiction of the PGCB.

Plans and leads, with guidance from the section's supervisor, all phases of assigned investigations, including the coordination of the activities of investigators and personnel within the agency or from other agencies.

Applies policies, regulations and investigative techniques and evidence for the area of information technology systems including but not limited to security and internal controls, gaming systems and gaming platforms for gaming licensees and operators.

Conducts complex or specialized investigations of the operations, testing, and /or documentation of various types of gaming related products, systems and associated gaming equipment to ensure such operations, testing and/or documentation are consistent and compatible with those approved by the PGCB pursuant to the Act. This shall include but not be limited to the operational compatibility with Central Control System ("CCS"), the accuracy of payout percentages, compliance with meter requirements, cage and count room protocols, financial documentation, accounting and procedural protocols, testing, compliance, data reproduction, data testing, access testing and any other types of operational and testing protocols. Examines private and public records involving services rendered, equipment and supplies usage, contracts, ledgers, and financial records to determine legality of operations

and possible involvement in activities in violation of the Act, PGCB regulations or approved internal controls and accounting procedures.

Prepares comprehensive written analytical reports discussing the nature of investigation, investigative findings, the determination of cause and liability and imposition of assessment, and the basis on which the determination is established.

Analyzes electronic records and applies statistical sampling methods to assess cause and liability.

Works with other technical investigators within the specialized unit in the completion of team investigations.

Evaluates sources of information to determine reliability.

Reviews complaints and activities involving applicants and licensees, conducts specialized technical investigations and develops findings and corrective action recommendations.

Performs unannounced investigations which may include interviews, and review of relevant documents or gaming related products and systems.

Provides support and assistance to OEC attorneys and/or BIE investigators as needed, in areas involving specialized investigations.

Testifies before the Board and/or other legal venues regarding the work performed and the conclusions prepared/presented.

Travels statewide and occasionally nationally or internationally to various sites to perform technical investigations of entities licensed by the PGCB or applying for licensure by the PGCB.

Performs related work as required.

ENTRY LEVEL KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the basic rules of evidence.

Knowledge of the principles, methods, materials and practices of complex investigations.

Knowledge of the laws and regulations governing information technology audits, financial audits, operational audits, background investigations, financial fitness investigations, and highly sophisticated complex investigations.

Skill in analyzing, appraising, and organizing facts, evidence and precedents concerned in complex cases brought before the Board.

Skill in ascertaining facts by personal contact and observation and examining of records.

Ability to analyze and interpret information technology data and reports.

Ability to determine violations and non-compliance, to detect and explain significant accounting and internal control irregularities, and to recommend effective corrective measures.

Ability to interact tactfully and effectively with government officials, employees, applicants, licensees, and the Board.

Ability to gather, assemble, correlate, and analyze investigative facts and devise solutions to financial and technical investigative problems.

Ability to express ideas clearly and concisely, verbally and in writing and arrive at sound logical conclusions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES:

All of the entry level knowledges, skills and abilities listed above as well as:

Knowledge of accounting and auditing principles and methods and their application to governmental accounting systems.

Knowledge of the Act, the PGCB's regulations, policies and procedures.

MINIMUM EXPERIENCE AND TRAINING:

Three years of progressively responsible accounting, tax, and/or information technology work with exposure to a wide variety of entities and situations involving technical investigations or audits, and a bachelor's degree (or higher) in Accounting, Information Technology, Computer Science or Pre-Law from an accredited college or university;

OR

An equivalent combination of experience and training.

Preferred Experience Includes:

A master's degree in Economics, Finance, Accounting, or Computer Science.

BASIC ESSENTIAL JOB FUNCTIONS:

Analyze data and information and develop findings.

Communicate verbally and in writing in the English language;

Interpret and apply policies and procedures.

Work in an office setting.

Work on occasion in a smoking and non-smoking casino environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

Travel and operate a motor vehicle.

Type.

Operate a personal computer, telephone and other office equipment.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: FINANCIAL INVESTIGATIONS SUPERVISOR
JOB CODE: C7098

CLASS SUMMARY/DEFINITION:

This is a responsible supervisory position focusing on work in directing the analysis and review of specialized, complex, professional accounting and analytical work. This position is responsible for the supervision of lower level staff who analyze and organize the following: corporate, partnership, limited liability company, and other business entity documents that establish the operating requirements of such entities; complex financial debt documents; and other financial-related contracts and agreements. The analysis is performed in connection with applications for licensing, applications for license renewals, compliance with applicable Pennsylvania licensing laws, regulations and other licensing conditions.

Additional work involves: assisting the Bureau Director and Deputy Director in the establishment of Bureau policies and procedures related to the financial analysis of applicants and licensees; working with the Office of Enforcement Counsel (OEC) regarding financial matters; and providing testimony before the Board.

Work is performed with considerable independence under the direction of the Deputy Director.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Reviews the financial information and other information provided in the work product of subordinates.

Sets goals, establishes target dates, and ensures that work is completed in a timely fashion for all employees of the Financial Investigations Unit.

Provides support to Office of Enforcement Counsel attorneys and/or Bureau of Investigations and Enforcement (BIE) investigators, as needed, in areas involving financial issues.

Prepares or reviews analytical reports dealing with such areas as: the financial suitability of initial applicants for slot machine licenses, manufacturers, or suppliers; changes in the structure of existing licensees; analysis of proposed debt financing or changes to existing financing; and analysis of compliance with the Pennsylvania Gaming Control Board (PGCB or Board) imposed filing requirements.

Reviews reports to be sent to the Office of Chief Enforcement Counsel concerning financial suitability and compliance with applicable laws and regulations.

Analyzes complex debt instruments, loan agreements, and associated financial-related documents.

Analyzes complex agreements and contracts involving individuals, corporations, partnerships, limited liability companies, etc.

Analyzes audited and unaudited financial statements and the accompanying notes to those financial statements.

Supervises and/or analyzes the performance of reviews of new applicants and renewal information dealing with financial suitability.

Reviews the analysis of all relevant information to determine compliance with appropriate standards, regulations, and laws.

Performs the more difficult examinations and/or financial investigations that may be required by superiors.

Schedules, oversees and reviews the contacting of appropriate internal and external agencies to confirm the accuracy of financial data presented by the applicant.

Testifies before the Board and/or other legal venues regarding the work performed and the conclusions prepared/presented.

Reviews reports of employees for coverage of law violations, mathematical and accounting accuracy, and arrangement of subject matter.

KNOWLEDGES, SKILLS, AND ABILITIES:

Considerable knowledge of complex accounting practices, principles and methods.

Extensive knowledge of commercial financial matters relative to financial reporting.

Substantial knowledge of the laws and regulations pertaining to the PGCB.

Ability to analyze and interpret complex accounting data and reports.

Considerable knowledge of SEC filings, forms and regulations, AICPA Standards, and GASB and FASB standards.

Ability to assist OEC Counsel in determining violations and non-compliance with laws, regulations and conditions pertaining to the PGCB.

Must be able to exercise a very high level of judgment related to complex financial matters as they relate to the forensic environment.

Ability to evaluate issues that arise during the initial or renewal application process or other investigation, and to provide specific solutions and/or requests for additional information either on a single or an on-going basis.

Ability to utilize relevant professional literature, pronouncements, and perform research on specific issues that may arise.

Ability to organize and direct the flow of work to subordinates and to prepare clear and comprehensive reports.

Ability to express ideas clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with subordinates, co-workers, licensed gaming facilities, and governmental officials.

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree (or higher) in Accounting from an accredited college or university. Fifteen years of experience in progressively responsible regulatory, accounting, tax, and/or audit work with exposure to a wide variety of entities and situations.

A professional certification of CPA is required. Other certifications such as CIA, CFA, or CFE are preferred, but not required. Experience must indicate competence in one or more of the following fields: accounting, auditing, taxes, finance, business valuations, etc.; and experience with various types of accounting, tax and Microsoft software.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST10



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: FORENSIC ACCOUNTANT
JOB CODE: C7046

CLASS SUMMARY/DEFINITION:

This is professional, accounting, analytical, and financial investigative work in the Financial Investigations Section under the Special Investigation Unit within the Bureau of Investigations and Enforcement (BIE).

An employee in this job performs specialized, complex accounting and analytical work in the evaluation and monitoring of multiple financial aspects of licensees and applicants for licensing in accordance with the Pennsylvania Race Horse Development and Gaming Act (Act) and its regulations. Work involves the review and analysis of corporate, partnership, limited liability company, mergers, acquisitions, complex capital structures, financial related contracts and agreements and other business entity and financial documents to provide recommendations on initial and ongoing suitability for licensing as well as providing evidence, documents and findings related to regulatory enforcement matters across all verticals of licensed gaming. Work is performed in connection with applications for licensing, applications for license renewals, or from referral from internal or external sources to investigate compliance with the Act and regulations. Work also includes the analysis and review of complex entity organizational structures, both United States and international financial statements, financial ratios, national and international regulatory filings (such as SEC), and various committee meeting minutes, as well as monitoring the financial health of licensees through various financial reporting agencies. Work is performed with considerable independence under the direction of the Financial Investigative Supervisor, the Specialized Unit Manager or the Director of Investigations and Enforcement, who evaluates the work through review of reports and findings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Reviews and analyzes financial information and aspects of an applicant or licensee of all gaming verticals to aid in the determination of suitability for licensure or licensure renewal, including but not limited to entity structure, existing and proposed capital structure and financial suitability.

Prepares written financial suitability reports.

Provides assistance to the Office of Enforcement Counsel (OEC) and BIE investigators in areas involving financial aspects of licensees.

Analyzes changes to the financial position and status of licensees and related entities, including organizational structure, records related to mergers and acquisitions, capital structure, and financial statements.

Reviews and analyzes public and financial reporting agencies data and information to aid in investigations or the monitoring of the financial health and fitness of gaming licensees or entities.

Examines and evaluates personal and business financial records (e.g., checking account statements, deposit records, credit card statements, tax returns and transcripts, real estate documents, bank records, ledger accounts, etc.) to determine source, adequacy, and suitability of funds.

Evaluates issues that arise during the initial or renewal application process or regulatory investigation and provides specific solutions as well as requests additional information to evaluate regulatory compliance.

Assists in the determination of violations and non-compliance of gaming entities, licensees and applicants with laws, regulations and conditions enforced by the Board.

Establishes working relationships with gaming entities' finance, legal compliance departments, and their outside representatives.

Prepares detailed written reports on investigations that set forth investigative findings based on policies and procedures.

Provides analysis, as needed, for tax questions that may arise concerning gaming entities and licensees.

Provides analysis of net worth of key and principal applicants.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or administrative hearing forms.

Uses and understands public source information obtained from commercial and proprietary searches.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of complex accounting practices, principles, methods, and application of same to private and governmental accounting systems.

Knowledge of commercial financial matters relative to financial reporting.

Knowledge of gaming law and regulations.

Skill with Microsoft Word and Excel.

Skill in analyzing, appraising and organizing facts, financial data, and evidence.

Ability to interpret and apply laws and regulations to the review of financial information.

Ability to analyze complex accounting and financial data and structures.

Ability to utilize financial and accounting professional literature, pronouncements, and perform research regarding financial, tax and accounting matters.

Ability to exercise judgement related to complex financial matters.

Ability to establish and maintain effective working relationships with coworkers, licensed gaming facilities and entities, and governmental officials.

Ability to express ideas clearly and concisely, verbally and in writing in an organized fashion and arrive at sound logical conclusions.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree in accounting or finance from an accredited college or university and three (3) years of experience in progressively responsible regulatory, accounting, and/or auditing work;

OR

Bachelor's degree in accounting or finance from an accredited college or university and a professional certification as a Certified Public Accountant;

OR

Bachelor's degree in accounting or finance from an accredited college or university and equivalent experience and training, such as professional certification as a CFA, CFE, CIA, CISA, CFF, CAMS.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Analyze, interpret, and apply regulations, policies, procedures and financial and legal documents.

Analyze and interpret data and information and develop findings.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Develop and maintain effective working relationships.

Work is generally performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST08



[BACK TO THE TABLE OF CONTENTS](#)

OFFICE OF CHIEF ENFORCEMENT COUNSEL



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: CHIEF ENFORCEMENT COUNSEL
JOB CODE: C7034

CLASS SUMMARY/DEFINITION:

The Chief Enforcement Counsel acts as the prosecutor in all non-criminal enforcement actions under the Gaming Act. The Chief Enforcement Counsel is solely responsible for initiating proceedings for violations of the Act, as they deem necessary. In the case of a violation, the Chief Enforcement Counsel may seek a settlement that may include fines, penalties or other actions. The Chief Enforcement Counsel is responsible for drafting, negotiating, and enforcing such settlements. The Chief Enforcement Counsel presents proposed settlements to the Board for their consideration.

The Chief Enforcement Counsel is the legal advisor to the Bureau of Investigations and Enforcement (BIE). The Chief Enforcement Counsel responds to questions and issues presented by investigators from the BIE's regional and central offices. In providing legal advice to the Bureau concerning the conduct of background investigations, the release of information or the sufficiency of materials submitted to the Bureau or the Board, the Chief Enforcement Counsel may consult with the Office of Chief Counsel.

Chief Enforcement Counsel makes recommendations and objections to the Board relating to the issuance of licenses, permits, certifications and registrations. Specifically, the Chief Enforcement Counsel is responsible for reviewing and analyzing reports and investigations conducted by the BIE, Pennsylvania State Police (PSP), contract investigators and other Board Bureaus, entity and Key Employee Qualifier applications, and any other document deemed necessary in rendering complete and accurate recommendations and objections. The Chief Enforcement Counsel informs the Office of Chief Counsel and the Bureaus of any potential criminal or civil litigation history, outstanding tax issues, or any other matter that may be of concern to the Bureau or the Board when the Board is determining whether to issue or renew a license, permit, certification or registration.

The Chief Enforcement Counsel is the liaison between the Office of Enforcement Counsel and state and local prosecutors with respect to the investigation and prosecution of criminal violations of the Act.

Supervision is exercised directly and indirectly through supervising attorneys and includes assigning work, evaluating performance, resolving complaints and grievances.

Works cooperatively with the Director of the Bureau of Investigations and Enforcement to set policy for the Bureau of Investigations and Enforcement.

Work is performed through the exercise of independent judgment.

This position reports to the Executive Director of the Board on administrative matters.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Provide legal services and advice to the BIE.

Makes recommendations and objections to the issuance of licenses, permits, certifications and registrations.

Represents the Commonwealth in administrative proceedings before the Board.

Reviews subordinate attorney recommendations relating to enforcement actions to ensure sufficient evidence exists to initiate enforcement proceedings.

Initiates regulatory enforcement proceedings.

Initiates and develops new and revised policies and procedures and oversees their implementation.

Provides overall direction and guidance to supervising attorneys in the Office of Enforcement Counsel.

Supervises the work of supervising attorneys in the Office of Enforcement Counsel.

Calls and conducts staff conferences.

Supervises the submission of background investigation reports to the Bureau of Licensing.

Directs background and regulatory enforcement investigations and participate in same.

Drafts and analyzes legal documents.

Prepares petitions, complaints, proposed orders, consent agreements and other documents for filing with the Clerk to the Board.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Twelve years of progressively responsible experience in professional legal work, with experience at the highest degree of professional and administrative responsibility and difficulty, graduation from an accredited school of law, and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania; and

Prior service as a director or supervising counsel in the legal office of a large state or local agency or as a director or supervising counsel in an agency with a large and active legal office characterized by high impact legal problems;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM11



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: DEPUTY CHIEF ENFORCEMENT COUNSEL

JOB CODE: C7078

CLASS SUMMARY/DEFINITION:

Deputy Chief Enforcement Counsel is responsible for supervising one or more Assistant Enforcement Counsel(s). The incumbent will make recommendations to and on behalf of the Chief Enforcement Counsel relating to the suitability of applicants and ongoing suitability of licensees. Specifically, Counsel is responsible for: (1) reviewing, analyzing, and making recommendations based upon Bureau of Investigations and Enforcement (BIE) reports of investigation, Pennsylvania State Police (PSP) reports, gaming applications, contracts, agreements, financing, and any other document deemed necessary in rendering complete and accurate final background investigation report; (2) the drafting and/or review of all final background investigation reports and recommendations of denial and subsequent prosecution of matters originating from the assigned region of responsibility; (3) the drafting and/or review of all legal filings originating from the assigned region of responsibility; (4) the regulatory oversight, enforcement, and when necessary, noncriminal prosecution of patrons, applicants, and/or licensees within the assigned region of responsibility; (5) providing legal advice and guidance to the BIE; and (6) any other duties provided for in the Pennsylvania Race Horse Development and Gaming Act (Act) or Board approved regulations.

The Deputy Chief Enforcement Counsel is assigned to the Office of Enforcement Counsel and will report directly to the Chief Enforcement Counsel.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Counsel informs the Board, through evidentiary proceedings, of any potential criminal or civil litigation history, outstanding tax issues, financial issues, or any other matter that may be of concern to the Board when determining whether an applicant is suitable to participate in the Commonwealth's gaming industry.

Counsel operates as the prosecutor in all noncriminal matters under the gaming act.

Specifically, Counsel advises the BIE on background investigations, audits, and inspections, and the investigation of potential violations of the act.

Counsel is responsible for the review, analysis, and, if necessary, subsequent noncriminal prosecution or oversight of such noncriminal prosecution of all violation referrals received by the Office of Enforcement Counsel that originate from the assigned region of responsibility.

Counsel responds to questions and resolves issues presented by investigators from the assigned BIE regional office and other Board Bureaus as it relates to the regulatory oversight and enforcement of the gaming Act and regulations of the assigned region of responsibility.

Counsel also reviews investigative reports, researches and resolves issues, and prepares and/or reviews final background investigation reports to include in the applicant's Suitability Report for the Board's review and consideration.

Counsel is responsible for initiating proceedings, which may include the revocation of any licensing privileges, exclusion from any gaming facility, or any other enforcement action, as deemed necessary by the Chief Enforcement Counsel.

In the case of a violation, Counsel may seek a settlement or consent agreement that may include fines, penalties or other actions. Counsel is responsible for drafting, negotiating, and enforcing such settlements or consent agreements.

Other general duties required by Counsel include researching gaming statutes and regulations in other jurisdictions, reviewing the Pennsylvania Gaming Control Board's (PGCB or Board) temporary regulations, and reviewing Category 1, 2, and/or 3 applicant and/or licensee deeds, agreements, business operations, proposed financing/refinancing, tax filings, property documents, etc.

Travel throughout the Commonwealth of Pennsylvania is required. Infrequent travel outside the Commonwealth may occur. Will work closely with the BIE Western Regional Director.

Other duties as assigned.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

Ten years of experience practicing law and three or more years of supervisory experience;

OR

An equivalent combination of experience and training.

Management Pay Structure: GM09



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: SENIOR ENFORCEMENT COUNSEL
JOB CODE: C7123

CLASS SUMMARY/DEFINITION:

Senior Enforcement Counsel serves as counsel with the Office of Enforcement Counsel (OEC). This position requires highly responsible and difficult, non-supervisory, professional legal work. A Senior Enforcement Counsel must demonstrate mastery of one or more areas of the law which are vital to the role of both the Office of Enforcement Counsel and the Bureau of Investigations and Enforcement (BIE). A Senior Enforcement Counsel will regularly handle the most difficult and novel legal issues. These legal problems are also characterized by their sensitivity and require innovative and creative ways to resolve them. Work is performed with the utmost independence, and general supervision is received from the Chief Enforcement Counsel or a Deputy Chief Enforcement Counsel. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 3 class in the heightened complexity of legal work involved and the very minimal amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as counsel with the Office of Enforcement Counsel.

Provide legal services and advice to the supervising attorney of the assigned regional BIE Office.

Reviews Reports of Investigation and makes recommendations relating to the issuance of licensing categories under the jurisdiction of the Pennsylvania Gaming Control Board (PGCB or Board).

Assists with the coordination of the submission of Background Investigation Reports to the Board for all licensing categories under the jurisdiction of the PGCB.

Represents the various PGCB Bureaus/Offices in administrative proceedings before the Office of Hearings and Appeals and the PGCB.

Reviews Casino Compliance Reports, other PGCB Bureau/Office referrals, and BIE Miscellaneous Reports of Investigation regarding possible violations and initiates and prosecutes enforcement proceedings against licensees under the jurisdiction of the Board.

Conducts investigatory sworn interviews and prepares and argues briefs, exceptions, petitions and motions before the Office of Hearings and Appeals, the PGCB, and/or any court of competent jurisdiction regarding highly sensitive, complex, and confidential legal and investigative matters.

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act.

Drafts and analyzes legal documents.

Conducts legal research.

Answers routine correspondence.

Performs other related duties.

Any other duties or functions as directed by supervising counsel.

MINIMUM EXPERIENCE AND TRAINING:

Six years of progressively responsible professional legal experience, with some experience in legal work of the highest degree of professional responsibility, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM07



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT ENFORCEMENT COUNSEL 3

JOB CODE: C7116

CLASS SUMMARY/DEFINITION:

Assistant Enforcement Counsel 3 serves as counsel with the Office of Enforcement Counsel (OEC). This position requires responsible non-supervisory professional legal work. The Assistant Enforcement Counsel 3 performs professional legal work which ranges from moderately difficult to complex. Work involves personal responsibility and accountability for difficult and important legal matters including the rendering of legal services and advice to the assigned Regional Bureau of Investigations and Enforcement (BIE) Office and the Regional Bureau of Casino Compliance on matters of paramount importance, scope and complexity. Employees function independently and work is subject to general supervision. Legal advice is sought or received from higher level attorneys on legal issues of unusual complexity, sensitivity, or importance. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 2 class in the higher complexity of legal work involved and the minimal amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as counsel with the Office of Enforcement Counsel.

Provides legal services and advice to the supervising attorney of the assigned regional OEC Office.

Reviews and assesses BIE Reports of Investigation and makes recommendations relating to the issuance of key employee licenses, principal licenses, manufacturers, suppliers, gaming service providers, and other licensing categories under the jurisdiction of the Pennsylvania Gaming Control Board (PGCB or Board).

Reviews Casino Compliance Reports, other PGCB Bureau/Office referrals, and BIE Miscellaneous Reports of Investigation regarding possible violations and initiates enforcement proceedings against licensees under the jurisdiction of the Board.

Assists with the preparation, review, and coordination of the submission of Background Investigation Reports to the Board.

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act.

Presents gaming service provider, manufacturer, facility, and employee and other licensee enforcement matters to the Board at public meetings.

Drafts and analyzes legal documents.

Conducts legal research.

Answers routine correspondence.

Performs other related duties.

Any other duties or functions as directed by supervising counsel.

MINIMUM EXPERIENCE AND TRAINING:

Four years of progressively responsible professional legal experience, with some experience in highly responsible and complex professional legal work, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM06



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT ENFORCEMENT COUNSEL 2
JOB CODE: C7019

CLASS SUMMARY/DEFINITION:

Assistant Enforcement Counsel 2 serves as counsel with the Office of Enforcement Counsel (OEC). This position requires responsible non-supervisory professional legal work. The Assistant Enforcement Counsel 2 is responsible for performing legal work at the full professional performance level, often within a specific field of law. A wide variety of legal work is performed, which includes, but is not limited to, reviewing regulatory investigative reports and initiating regulatory enforcement proceedings, consent agreements, stipulations, petitions and other matters relating to enforcement. Difficulty of legal problems encountered range from routine to moderately difficult. Positions allocated to this class differ from those allocated to the Assistant Enforcement Counsel 1 class in the increased complexity of legal work involved and the decreased amount of guidance received.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as counsel with the Office of Enforcement Counsel.

Provides legal services and advice to the supervising attorney of the assigned regional OEC Office.

Reviews Reports of Investigation and makes recommendations relating to the issuance of key employee licenses.

Assists with the coordination of the submission of Background Investigation Reports to the Pennsylvania Gaming Control Board (PGCB or Board).

Reviews BIE investigative findings of gaming and non-gaming employee applicants and makes recommendations relating to the issues of permits and registrations.

Reviews Casino Compliance Reports and other PGCB Bureau/Office referrals regarding possible violations and initiates enforcement proceedings against licensed employees and facilities under the jurisdiction of the Board.

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act.

Presents employee and facility enforcement matters to the Board at public meetings.

Drafts and analyzes legal documents.

Conducts legal research.

Answers routine correspondence.

Performs other related duties.

Any other duties or functions as directed by supervising counsel.

MINIMUM EXPERIENCE AND TRAINING:

Two years of progressively responsible experience in professional legal work, graduation from an accredited school of law and possession of a certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ASSISTANT ENFORCEMENT COUNSEL 1
JOB CODE: C7035

CLASS SUMMARY/DEFINITION:

Assistant Enforcement Counsel 1 serves as counsel with the Office of Enforcement Counsel (OEC). The position entails entry level professional legal work. An Assistant Enforcement Counsel 1 performs legal research confined to one or a few fields. Initially, attorneys in this class spend much of their time learning the techniques and requirements of governmental legal practice in their assigned areas. As they become more experienced in their work, they complete assigned tasks of a routine nature with minimum supervision. A wide variety of legal work is performed, which includes, but is not limited to, reviewing regulatory investigative reports and making recommendations to supervising counsel relating to the initiation of regulatory enforcement proceedings. Work is received via assignment from supervising counsel or policy direction from the Chief Enforcement Counsel. Work is reviewed by supervising counsel.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Serves as counsel with the Office of Enforcement Counsel.

Provides legal services and advice to the supervising attorney of the assigned regional OEC Office.

Reviews gaming and non-gaming employee applications and makes recommendations relating to the issuance of permits and registrations under the jurisdiction of the Pennsylvania Gaming Control Board (PGCB or Board).

Reviews Casino Compliance Reports and other PGCB Bureau/Office referrals and makes recommendations relating to enforcement actions relating to gaming and non-gaming employees under the jurisdiction of the PGCB.

Serves as the prosecutor in various non-criminal proceedings, pursuant to the Pennsylvania Race Horse Development and Gaming Act.

Presents employee enforcement matters to the Board at public meetings.

Drafts and analyzes legal documents.

Conducts legal research.

Answers routine correspondence.

Performs other related duties.

Any other duties or functions as directed by supervising counsel.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited school of law and certificate of admission to the Bar of the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM04



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: LAW CLERK

JOB CODE: C7076

CLASS SUMMARY/DEFINITION:

This is an entry level position assisting the legal staff of the Pennsylvania Gaming Control Board (PGCB or Board).

A Law Clerk is responsible for performing routine legal work and assisting attorneys in the performance of varied legal assignments. Work involves conducting legal research participating in the preparation of cases. After a period of training employees are given assignments of limited difficulty to perform independently. Work is subject to review in process and upon completion and assistance is normally available with respect to special problems. Supervision is received by an attorney.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Assists in the preparation of digests of laws and cases.

Participates in the preparation of cases by drafting memos, briefs and generally assisting an attorney.

Search for, interprets, and applies laws, court decisions, and other legal authorities on points of law involved in the preparation of legal rulings.

Assists in the conduct of studies to determine administrative problems involved in proposed rules or regulations.

Participates in conferences with attorneys, administrative officials and representatives of private groups during which proposed legal rulings are discussed and explained.

Prepares replies to correspondence of a legal nature.

Participates in the review of rules, regulations and bulletins prepared by administrative officers for conformity to law.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Graduation from an accredited law school and admission to the Supreme Court of Pennsylvania.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM02



[BACK TO THE TABLE OF CONTENTS](#)

ADMINISTRATIVE STAFF



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: EXECUTIVE ASSISTANT
JOB CODE: C7119

CLASS SUMMARY/DEFINITION:

This is highly professional work as a staff assistant to the PGCB Board Chairman, Executive Director, or Executive level positions in the GM11 pay range of the PGCB Management Pay Structure. An employee in this classification assists the Board Chairman, Executive Director and GM11 Executives to ensure the efficient and effective operation of the Pennsylvania Gaming Control Board (PGCB or Board) and its bureaus and offices. An employee in this class performs a wide variety of administrative assignments in regulating and controlling the office activities and document flow within the Executive Office or GM11 Executive's bureau/office.

The Executive Assistant is expected to learn all agency programs and objectives and relate them to the administrative process on a bureau/agency wide basis. Work may involve coordinating research projects from many bureaus of the PGCB to develop recommendations for agency and program policy. An important aspect of this work involves serving as advisor to the PGCB Board Chairman, Executive Director or GM11 Executive on bureau/agency administrative policies and procedures.

Work involves relieving the Board Chairman, Executive Director, and GM11 Executive of a variety of details pertaining to administrative process, information and materials, as well as, communication with officials and members of the public who require the services of the Executive Office or GM11 Executive. Work also involves evaluating bureau/agency wide clerical operations and procedures and recommending and implementing effective changes, including: development, implementation and oversight of administrative operating procedures; interpreting and ensuring bureau/agency adherence to administrative policies; directing the maintenance, and reporting of, a wide array of administrative and operational data.

Responsibilities may also include coordinating and overseeing preparation and materials for Board meetings, keeping the bureau/agency staff informed of the agency's activities, and controlling the flow of memoranda for the Board Chairman, Executive Director or GM11 Executive's signature.

Work is performed independently under the general direction of the Board Chairman, Executive Director, or GM11 Executive. Work may involve direct supervision of subordinate clerical staff.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements procedures for expediting the flow of memoranda and other documents to, from and through the Executive Office or GM11 Executive's bureau/office by coordinating clerical activities as they interface in the agency.

Direct and coordinate, through subordinate staff, the full range of administrative services that support bureau/agency operations.

Coordinates research projects which cross program lines and develops recommendations for agency and program policy impacting agency programs.

Implements, interprets and ensures compliance with bureau/agency administrative policies and procedures.

Screens visitors and phones calls for the Board Chairman, Executive Director or GM11 Executive; apprises the Board Chairman, Executive Director, or GM11 Executive of all office activity in regard to visitors and callers; and answers inquiries or refers them to appropriate persons for handling.

Maintains control over incoming and outgoing correspondence; and composes correspondence on a variety of subjects relating to the management of the agency. This may include assisting with the preparation of the agenda for public meetings, hearings and executive sessions in conjunction with members of the Board, the Executive Director, or the GM11 Executive and Bureau Directors.

Reviews correspondence prepared for the Board Chairman, the Executive Director, or the GM11 Executive's signature for grammar, format, completeness, and adherence to agency policy.

Takes and transcribes dictation and prepares and signs the Board Chairman, Executive Director, or GM11 Executive's name to correspondence, inter-office forms, requisitions, and similar documents.

Collects and organizes data required by the Board Chairman, Executive Director, or GM11 Executive for speaking engagements and appointments, and prepares travel arrangements for the Board Chairman, Executive Director or GM11 Executive.

Arranges and schedules appointments for the Board Chairman, the Executive Director or GM11 Executive, makes certain all the necessary material is secured, and that the Board Chairman, Executive Director or GM11 Executive is briefed before each meeting.

Acts as a representative of the Board Chairman, Executive Director or GM11 Executive by maintaining frequent contact with public and private executives/professionals, and other officials, concerning their relationship to the work of the Executive Office or Office of GM11 Executive.

Develops and maintains the filing system in the Executive Office or GM11 Executive bureau/office that is necessary for the efficient cataloging and storing of documentation.

Applies administrative rules and regulations on a daily basis to a variety of work situations.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the functions, organization, and clerical procedures of the agency.

Knowledge of the principles and practices of employee supervision.

Knowledge of modern office practices, procedures, and equipment.

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of the principles of office management and standard record maintenance procedures.

Ability to take dictation and transcribe complex and technical material at a reasonable rate of speed.

Ability to develop, revise, implement, and manage administrative operating procedures.

Ability to compose a variety of memoranda or letters with only general instructions.

Ability to maintain complex clerical records and to prepare accurate reports.

Ability to exercise good judgment, courtesy, and tact in receiving and directing callers, giving and obtaining information, and in resolving people-related or procedural problems.

Ability to establish and maintain effective working relationships with other employees and the general public.

MINIMUM EXPERIENCE AND TRAINING:

Five years of progressively responsible experience in secretarial work, and a high school diploma. Completion of post high school secretarial training may be substituted for the required experience on a year-for-year basis, up to four years;

OR

An equivalent experience and/or training which provided the required knowledge, and abilities.

Management Pay Structure: GM04



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: EXECUTIVE SECRETARY
JOB CODE: C7003

CLASS SUMMARY/DEFINITION:

This is highly responsible staff work as the primary administrative support for a Bureau Director within the Pennsylvania Gaming Control Board (PGCB or Board). An employee in this job performs a wide variety of secretarial assignments in regulating and controlling the office activities and document flow within the Bureau. Work involves relieving the PGCB Bureau Director of a variety of details pertaining to the control of the work agenda, provision of information summaries and materials for scheduled meetings, processing of inter and intra departmental written correspondence, and preparation of travel itinerary. The employee in this position controls the flow of memoranda for the Bureau that originates from the deputies and requires a timely response. Work also involves evaluating clerical operations and procedures and recommending and implementing effective changes. The employee is expected to learn agency programs and objectives and relate them to the clerical process on an agency wide basis. Work includes the responsibility for contacts with officials and the public who require the services of the Bureau. Work is performed independently under the general direction of a Bureau Director and is reviewed for accuracy and effectiveness.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements procedures for expediting the flow of memoranda and other documents to, from and through the Bureau by coordinating secretarial activities as they interface in the agency.

Screens visitors and phones calls for the Bureau Director; apprises the Bureau Director of all office activity in regard to visitors and callers; and answers inquiries or refers them to appropriate persons for handling.

Sorts mail delivered to the Bureau and routes it to the proper bureau/office; maintains control over incoming and outgoing correspondence; and composes correspondence on a variety of subjects relating to the management of the office.

Reviews correspondence prepared for the Bureau Director's signature for grammar, format, completeness, and adherence to agency policy.

Takes and transcribes dictation and prepares and signs the Bureau Director's name to correspondence, inter-office forms, requisitions, and similar documents.

Collects and organizes data required by the Bureau Director for speaking engagements and appointments and prepares travel arrangements for the agency head.

Arranges and schedules appointments for the Bureau Director and makes certain all the necessary material is secured and the Bureau Director is briefed before each meeting.

Prepares correspondence to the general public in order to adjust complaints or supply information concerning agency functions and procedures.

Acts as a representative of the Bureau Director by maintaining frequent contacts with public private executives, professional persons, and other officials concerning their relationship to the work of the bureau.

Develops and maintains the filing system within the bureau that is necessary for the efficient cataloging and storing of documentation.

Applies administrative rules and regulations on a daily basis to a variety of work situations.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the functions, organization, and clerical procedures of the agency.

Knowledge of modern office practices, procedures, and equipment.

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of the principles of office management and standard record maintenance procedures.

Ability to take dictation and transcribe complex and technical material at a reasonable rate of speed.

Ability to compose a variety of memoranda or letters with only general instructions.

Ability to maintain complex clerical records and to prepare accurate reports.

Ability to exercise good judgment, courtesy, and tact in receiving and directing callers, giving and obtaining information, and in resolving people-related or procedural problems.

Ability to establish and maintain effective working relationships with other employees and the general public.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma or its equivalency and five years of relevant work experience;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Management Pay Structure: GM01

Union Pay Structure: ST05



[BACK TO THE TABLE OF CONTENTS](#)

JOB TITLE: ADMINISTRATIVE ASSISTANT
JOB CODE: C7005

CLASS SUMMARY/DEFINITION:

An Administrative Assistant is responsible for the processing of a variety of documents which include the verification of information, performing arithmetic calculations, coding, and assisting the public in completing governmental forms. Work involves the skilled typing of a variety of letters, reports, contracts, transmittals, vouchers, and agenda in draft and final form and includes responsibility for the format and grammatical accuracy of the material typed. Work may involve providing secretarial services to one or more individuals. Work includes all clerical aspects of a complicated work process or activity made up of unpredictable and random input, making choices between different procedures to be followed, and the appropriateness of the information presented for further processing. Work normally involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed, and the actions taken. Work may involve providing training and guidance to new employees and fulfilling a lead worker role for routine clerical operations. Work is performed with considerable independence and little review, however, changes in operational standards, procedures, and work policies are discussed in detail with the supervisor prior to implementation.

This position reports to various management staff throughout the agency.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Types letters, reports, contracts, transmittals, vouchers, itinerary, and agenda on a typewriter console from handwritten draft, dictated sources, or original source documents into draft or final form.

Reads correspondence in order to become familiarized with contents and determines what procedures to pursue in providing the correct information which is in accordance with any applicable administrative and legal constraints; and types or directs the typing of responding correspondence.

Proofreads varying types of materials to ensure that information is grammatically correct, complete, consistent, and adheres to agency rules and regulations.

Prepares and types documents to purchase books, supplies, equipment, services, etc. by referring to catalogues, state contracts, and other sources to obtain prices, specifications, and related information.

Prepares monthly accomplishment such as reports, bid awards, costs, anticipated completion dates, and stages of completion.

Answers written inquiries relating to the status of certain aspects of an organization's functions.

Answering phones and taking messages or transferring calls.

Performs data entry to update human resource, fiscal, accounting, and similar systems.

Performs receptionist duties by greeting visitors, directing individuals to proper office locations, taking information, and screening and routing telephone calls.

Gathers information by reading publications and extracting applicable material.

Determines supply needs for the mail room and prepares the supply requisitions.

Ensures that mail delivery schedules are punctual, and mail is processed in the most efficient and expeditious manner.

Initiates tracers through the U.S. Postal Service on lost mail or parcel post.

Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma and four years of relevant work experience;

OR

Graduation from an accredited four-year college or university;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Ability to operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Ability to communicate verbally and in writing in the English language.

Ability to follow verbal and written instructions.

Ability to interpret and apply policies and procedure.

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

Union Pay Structure: ST04



[BACK TO THE TABLE OF CONTENTS](#)

PAY SCHEDULES

Appendix A

PGCB MANAGEMENT PAY SCHEDULE

(Please click above to hyperlink to the PGCB Management Pay Schedule)

Appendix B

UNION PAY SCHEDULE – PAY SCALE TYPE ST

(Please click above to hyperlink to the Union Pay Schedule)