



GAM-ENFORCEMENT AGENT II

CHARACTERISTICS OF WORK:

This is work performed in an assigned area consisting of several counties. Work involves coordinating and conducting work activities relative to the enforcement of all laws and regulations pertaining to the manufacture, distribution, and operation of casino/charitable gaming facilities and checking and investigating gaming applicants to ensure regulation compliance. Regular work activities may require overnight travel and shift work. The work is performed under the supervision of an Enforcement Agent in a higher classification.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A minimum of one (1) year of work experience as a Gaming-Enforcement Agent I.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED),

AND

Experience:

Two (2) years of experience in work related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

Possession of a current State of Mississippi Law Enforcement Professional Certificate may be substituted for one (1) year of the required experience.

Documentation Required:

Applicant must attach a valid copy of his/her State of Mississippi Law Enforcement Professional Certificate, when applicable.

Special Requirement:

Applicants will be required to pass a physical examination before appointment.

Applicants must possess or obtain within twenty-four (24) months of employment, a certificate as a State of Mississippi Law Enforcement Professional from the Board of Law Enforcement Officers Standards and Training.

Incumbent must maintain CPR/AED certification.

Incumbent may be on stand by and/or on call.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these

competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Technical Proficiency: The ability and willingness to exhibit competency in the technical areas needed to effectively and efficiently do a specific job.

Recognizes sensitive information and keeps it confidential, consistent with the law. Reads, comprehends, and correctly applies all Gaming Control Act and MS Gaming Commission (MGC) Regulations, agency rules and policies and state and federal laws pertaining to the state's gaming industry. Properly enforces and supports all federal, state, and local laws, agency regulations, rules and ordinances. Prepares written reports and records documenting activities and/or incidents in proper form and within established time frames. Conducts investigations in order to ensure compliance with gaming laws and to effectively handle disputes and/or complaints. Demonstrates the ability to complete written communications, which address all relevant material and information in logical fashion. Actively participates in training programs and informal mentoring from higher level enforcement officers. Trains and mentors subordinate personnel. Effectively performs interviews in accordance with established policies in order to gain necessary information. Performs regulatory inspections of gaming equipment and games to ensure compliance with state gaming laws and regulations according to agency Standard Operating Procedures. Possesses a thorough knowledge of the operation of gaming equipment and is able to detect illegal operation. Maintains a professional demeanor while performing duties such as executing search & seizure warrants, conducting interviews and interrogations, making arrests, and testifying in court or administrative hearings in accordance with federal and state laws and agency SOP's. Understands and properly uses agency software and equipment required in order to perform the job. Organizes and utilizes resources to achieve results within defined specifications and in a timely manner. Identifies, and where necessary, becomes skilled in the application of advanced software and new equipment technology. Exhibits the ability to handle multiple issues and projects concurrently and effectively prioritizes tasks in order to meet timelines. Performs required work with a minimal amount of supervision. Exhibits understanding of agency mission and identifies and locates sufficient resources to meet the goals and objectives for the division.

Agency Relations: The ability and willingness to appropriately interact and communicate effectively with stakeholders (all groups and individuals who affect or are affected by the operations of the Mississippi Gaming Commission).

Advocates the agency mission and goals in all interactions with internal and external stakeholders. Maintains independence in fact and appearance from licensees and other industry

representatives as appropriate. Displays the ability and willingness to work with other officers or other divisions in order to collectively complete assigned tasks or address problems as they arise in order to maintain productivity. Proactively provides stakeholders with proper information in an effort to reduce the occurrence of future problems. Corresponds with licensee personnel regarding investigation results and other compliance issues. Establishes and maintains liaisons with various law enforcement agencies, public officials, and industry leadership. Maintains a professional demeanor in all work related environments. Manages difficult stakeholders and identifies and diffuses conflict situations in an appropriate manner.

Analytical Thinking Toward Problem Solving: The ability and willingness to identify and solve problems using knowledge and logic to address issues critical to the accomplishment of the job in an effective and efficient manner.

Uses sound reasoning to obtain and process information from various resources in order to develop leads, resolve issues, and solve cases. Remains flexible within prescribed guidelines. Exhibits the ability to identify alternatives and make difficult decisions in the course of performing one's duty, making the best decision even if faced with incomplete and/or conflicting information.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Conducts and directs periodic inspections and/or investigations of gaming establishments to ensure detection and prosecution of violators of gaming laws and regulations.
2. Investigates patron/establishment disputes and/or complaints, thereby protecting the integrity of patrons and gaming establishments.
3. Regulates and monitors gaming equipment and games to ensure compliance with Mississippi Gaming Commission Regulations, the Mississippi Gaming Control Act, and the Charitable Gaming Act.
4. Investigates, processes, and issues work permits in accordance with Mississippi laws and regulations.
5. Prepares official reports, forms, and records which include documentation of all activities and/or incidents.
6. Maintains liaison with other law enforcement agencies and other public/local officials in monitoring gaming activities which may or may not be governed by the Mississippi Gaming Control Act, the Mississippi Gaming Commission Regulations, or the Charitable Gaming Act.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Reads and comprehends statutes, policies, and regulations pertaining to the enforcement of state gaming laws.

Enforces the Mississippi Gaming Control Act, the Charitable Gaming Act and all other regulations within an assigned area.

Monitors surveillance system of gaming operations.

Enforces gaming laws where gaming activities are not legal.

Assists administrative superiors in planning, organizing, and directing the enforcement activities involved in the investigation, prevention, and detection of law and regulation violations.

Maintains liaison with local officials.

Trains subordinate Enforcement Agents, when necessary and as directed.

Testifies as a witness in administrative hearings and city, state, and federal courts, when necessary.

Understands the flow of money and what documents mean to recognize violations and to provide to Compliance Division for further analysis.

Assists other Enforcement Agents/agencies statewide as needed.

Documents daily activities and prepares reports for appropriate authorities.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.