

Click one of these links to see the Job Description for that class:

Job Code	Title
A62801	<a href="#">Gaming Compliance Representative I</a>
A62802	<a href="#">Gaming Compliance Representative II</a>
V62803	<a href="#">Gaming Compliance Supervisor</a>
G62804	<a href="#">Gaming Compliance Director</a>

## Gaming Compliance

### Job Family

#### DESCRIPTION OF OCCUPATIONAL WORK

Positions in this classification series ensure compliance of licensed gaming facilities as it pertains to the Racing and Gaming Commission. Positions in this series will review licensed gaming facilities' operations to determine compliance with the Nebraska Racetrack Gaming Act and the rules and regulations established by the Nebraska Racing and Gaming Commission (NRGC).

## Gaming Compliance Representative I

### A62801

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, the Gaming Compliance Specialist is responsible for performing specific compliance duties at the Nebraska Racing and Gaming Commission (NRGC) licensed gaming facilities. Teammates in this class are responsible for monitoring the gaming facilities' compliance with NRGC regulations, the facility's internal controls, the facility's policies and procedures, and the provisions of Racetrack Gaming Act.

Positions in this classification are assigned administrative and investigative work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with laws, regulations, and policies relative to gaming to ensure compliance by facility operators. Teammates are assigned administrative and investigative responsibilities involving the development of recommendations, solutions, and alternatives to address identified compliance issues.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

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 monitoring clearing of RAMs.

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. 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 for investigation or enforcement action.

Responds to patron complaints and questions; attempts to resolve all complaints from patrons in a satisfactory and equitable manner.

Observes the gaming floor for suspicious activity and report same into the Compliance Incident data base. Assist with monitoring sports wagering activities for suspicious activity. Provides follow-up as necessary to ensure compliance.

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 NRGC's regulations.

Serves as the onsite representative for the Office of Compulsive and Problem Gaming. Monitoring and reporting all violations, assisting new persons when entering the Self Exclusion Program, monitoring compliance to ensure that Self Excluded persons do not enter the gaming floor.

Monitors the gaming floor to assure that no underage, intoxicated or self-excluded individuals are gambling or present on the gaming floor.

Ensures that signage follows NRGC's regulations. Monitors all casino employees to ensure that each employee meets the NRGC's licensing requirements. Ensures that all casino employees have their credentials on their person and are visible for display. When necessary, issues emergency credentials to any employee 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 the casino.

Gathers all relevant documents, reports, and other information for any employee who has been terminated or arrested. This information is then forwarded to Enforcement Division for a review and determination on the status of the employee's license.

Serves as a liaison and establishes relationships with all levels of law enforcement, casino management, casino staff employees, all NRGC departments and department employees, registered and certified vendors, and all other necessary persons.

Coordinates activities with the Gaming Compliance Director and Gaming Compliance Supervisor concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change.

Works with the Licensing Division to ensure that all vendors are licensed according to NRGC regulations.

Prepares incident compliance reports for every reportable incident that occurs within the casino.

Prepares "Regulatory Compliance Reports" and refers the reports to the Enforcement Division.

Serves as an on-site liaison to ensure that all machines are communicating properly and to monitor “ram” clears as needed. Receives and reviews the monthly “Cage Variance Reports”; Receives and reviews the “Cage Cash Transactions Reports”; and Reviews “Slots Activity Reports” and “Player Tracking Reports”.

[KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:](#) (These are needed to perform the work assigned.)

Knowledge of: reference and research methods, and techniques used in collecting, compiling, and organizing data and information; relevant laws, policies, and procedures governing Nebraska gaming.

Ability to: conduct studies and analysis of agency programs, procedures, and organizations; prepare and present reports and recommendations for improvements; establish and maintain effective working relationships with co-workers and the general public; ascertain information by personal contact; prepare and present ideas and information clearly and concisely; apply established laws, policies and procedures when conducting investigation to ensure compliance; work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

[MINIMUM QUALIFICATIONS:](#) (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Associate degree in criminal justice, accounting, or gaming related field or two years of appropriate work experience in the field of compliance in a gaming facility, security, or surveillance at a technical level; OR an equivalent combination of experience and training.

[Return to Specification List](#)

## **Gaming Compliance Representative II**

**A62802**

[DISTINGUISHING CHARACTERISTICS:](#) (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, the Gaming Compliance Representative II is responsible for performing specific compliance duties at the Nebraska Racing and Gaming Commission (NRGC) licensed gaming facilities. Positions in this classification are assigned administrative and investigative work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with laws, regulations, and policies relative to gaming to ensure compliance by facility operators. Positions in this classification will function as either a sports wagering expert or a lead worker over Gaming Compliance Representative I positions.

As a Sports Wagering Expert: positions in this class monitor the operations of sports wagering activities with regulations and controls to ensure the integrity of sports wagering. Positions will develop, modify, and make recommendations for policies, procedures, standards, and guidelines for activities relative to sports wagering conducted by licensed Authorized Gaming Operators.

As a Lead Worker: positions in this class provide leadership, training, and coaching regarding monitoring the gaming facilities’ compliance with NRGC regulations, the facility’s internal controls, the facility’s policies and procedures, and the provisions of Racetrack Gaming Act. Positions in this class will provide leadership by instructing, assigning, guiding, and monitoring work on a regular and reoccurring basis. Positions in this class are differentiated from the Gaming Compliance Supervisor in that these positions do not supervise other Gaming Compliance Representatives but are assigned lead worker duties that are not assigned to positions in the Gaming Compliance Representative I class.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Monitors and examines gaming industry operations and activities including but not limited to: sports wagering activities and wagers; 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 monitors clearing of RAMs.

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. 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 for investigation or enforcement action.

Monitors and audits sports wagering activities and wagers to ensure compliance with the Racetrack Gaming Act and Administrative Title 296. Identifies suspicious wagering behavior and works with integrity monitoring providers to be kept up to date on suspicious wagers being placed across the globe.

Recommends, to the Executive Director and Compliance Director, sporting events and types of wagers that should be allowed in Nebraska. Identifies, reviews, analyzes, and validates sports events and types of wagers to be allowed withing Nebraska.

Develops, recommends, implements, and evaluates policies and procedures with regard to monitoring and reporting for sports wagering programs and integrates actives with the overall mission of the Racing and Gaming Commission.

Prepares letters, reports, and correspondence for the Executive Director, Commissioners, Director of Compliance, enforcement staff and counsel pertaining to sports wagering. Provides testimony at hearings before the Commission.

Reviews proposed legislation pertaining to sports wagering and provide a report to the Executive Director and Director of Compliance.

Responds to patron complaints and questions; attempts to resolve all complaints from patrons in a satisfactory and equitable manner.

Observes or monitors the gaming floor and/or sports wagering activities for suspicious activity and report same into the Compliance Incident data base. Provides follow-up as necessary to ensure compliance.

Lead the ongoing review of slot machine activity to ensure that all machines are functioning as required and reviews table games to ensure compliance with NRG's regulations. Engages in the practice of ongoing review of interactive gaming or sports wagering systems, activities, and games to ensure compliance with NRG's regulations.

Serves as the onsite representative for the Office of Compulsive and Problem Gaming. Monitoring and reporting all violations, assisting new persons when entering the Self Exclusion Program, monitoring compliance to ensure that Self Excluded persons do not enter the gaming floor or sports wagering area.

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 sports wager, monitors wagering systems to ensure registered players are of age and not on the self-exclusion or exclusion lists; and that prohibited individuals are not engaged in sports wagering.

Ensures that signage follows NRG's regulations. Monitors all casino employees to ensure that each employee meets the NRG's licensing requirements. Ensures that all casino employees have their credentials on their person and are visible for display. When necessary, issues emergency credentials to any employee who does not have a credential on their person

Gathers all relevant documents, reports, and other information for any employee who has been terminated or arrested. This information is then forwarded to Enforcement Division for a review and determination on the status of the employee's license.

Serves as a liaison and establishes relationships with all levels of law enforcement, casino management, casino staff employees, all NRG departments and department employees, registered and certified vendors, and all other necessary persons.

Coordinates activities with the Gaming Compliance Director and Gaming Compliance Supervisor concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change.

Works with the Licensing Division to ensure that all vendors and Authorized Gaming Operators are licensed according to NRG regulations

Prepares incident compliance reports for every reportable incident that occurs within the casino.

Prepares "Regulatory Compliance Reports" and refers the reports to the Enforcement Division.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)**

Knowledge of: reference and research methods, and techniques used in collecting, compiling, and organizing data and information; relevant laws, policies, and procedures governing Nebraska gaming.

Ability to: conduct studies and analysis of agency programs, procedures, and organizations; prepare and present reports and recommendations for improvements; establish and maintain effective working relationships with co-workers and the general public; ascertain information by personal contact; prepare and present ideas and information clearly and concisely; apply established laws, policies and procedures when conducting investigation to ensure compliance; work in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.

**MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)**

Associate degree in criminal justice, accounting, or gaming related field and one year of appropriate work experience in the field of compliance in a gaming facility, security, or surveillance at a technical level; OR an equivalent combination of experience and training.

[Return to Specification List](#)

# Gaming Compliance Supervisor

V62803

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under limited supervision, the Gaming Compliance Supervisor is responsible for supervising Gaming Compliance Representatives. Teammates in this classification directs, through subordinate staff, the compliance monitoring activities at a licensed gaming facility or sports wagering area in accordance with law, regulations, rules, approved internal controls policies and procedures.

Positions in this classification are assigned managerial, professional, and administrative work in guiding and directing compliance monitoring work and the evaluation, verification, validation and testing of approved gaming equipment and/or sports wagering through subordinate staff to ensure the integrity of gaming.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervises, guides, and directs Gaming Compliance staff in the oversight of compliance monitoring activities related to licensed gaming operations and activities as well as the oversight of staff in the performance of verifying, validating, evaluating, and/or testing the connectivity and operation of approved gaming equipment.

Reviews and/or approves completed reports or records maintained or submitted by subordinate staff 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.

Directs and guides the planning, prioritization, and organization of work. Guides subordinate staff 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 facility and provides recommendations for approval, disapproval, or revisions.

Monitors all work schedules of subordinate staff at licensed gaming facilities to ensure proper coverage of shifts.

Works with staff on all matters of mutual interest including the procurement of criminal complaints and dockets for hearings involving licensed gaming personnel.

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

Aids in investigating complaints involving misconduct by bureau employees and recommends corrective action when necessary.

Establishing liaison and working relationships with all levels of law enforcement and casino property management and staff assigned to the casino properties.

Participating in surveillances, searches and seizures when required to accomplish investigative needs and maintains the security of gaming facilities. Regulating activities of gaming at slot machines, within cashier cage areas, count rooms and voucher redemption kiosk areas.

Investigating patron complaints, unusual or suspicious activity on the casino floor or other sensitive casino areas and underage gaming. Investigating and enforcing exclusion and self-exclusion lists. Notification of appropriate NRGC personnel assigned to Compliance and Licensing concerning issues that fall under their regulatory control.

Monitoring and approving slot machine moves, camera moves and changing of advisory signs. Regulating the monitor room, access to property, key control, temporary access, and casino staffing issues.

Prepare and submit all incident and patron report forms. Providing testimony before Hearings and Appeals, the Commission members and courts of law or hearing forums. Investigate regulatory violations and prepare all proper reports.

[KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: \(These are needed to perform the work assigned.\)](#)

Knowledge of: reference and research methods, and techniques used in collecting, compiling, and organizing data and information; relevant laws, policies, and procedures governing Nebraska gaming; NRGC's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel and leave.

Skill in: the supervision of subordinates; speaking and conveying regulations; conducting and directing compliance monitoring.

Ability to: analyze and apply regulations pertaining to the compliance of licensed gaming entities' operations and activities; analyze and apply the policies, standards and procedures of the NRGC as well as collective bargaining unit contracts; plan, assign, direct, and evaluate the work of subordinates; establish and maintain effective working relationships; give testimony in court and represent the Bureau in meetings, hearings, and public forums; evaluate, analyze, and report information resulting compliance monitoring activities and approval of gaming equipment; conduct or direct compliance monitoring activities and evaluation and validation of gaming equipment of varying complexity so that all pertinent details are obtained; evaluate the effectiveness of compliance monitoring activities; exercise judgment in delegating responsibilities; evaluate the efficiency and effectiveness of administrative procedures and operations; present information clearly and concisely, both orally and in writing.

[MINIMUM QUALIFICATIONS: \(Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.\)](#)

An associate degree in criminal justice, accounting, or gaming related field and two years of security, gaming compliance, or surveillance experience in a supervisory/management role; OR an equivalent combination of experience and training.

[Return to Specification List](#)

# Gaming Compliance Director

G62804

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under administrative direction, the Gaming Compliance Director is responsible for the entire Compliance Division within NRG. Positions in this class are assigned 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 Nebraska Racetrack Gaming Facilities or through interactive, internet or mobile devices conducted by licensed gaming entities or entities seeking to be licensed by the State of Nebraska, in accordance with the Nebraska Racetrack Gaming Act.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Develops and implements policies and procedures to administer 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 Nebraska Racing and Gaming Commission.

Directs, through subordinate staff, the activities of the Commission in the implementation of and evaluation of casino compliance programs to ensure compliance with law, regulations, and controls. Determines and directs workforce resources towards specific compliance activities as situations warrant.

Interprets law, regulations, policies, procedures, standards, and objectives of compliance activities for subordinate staff. 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 for completeness and required information.

Monitors compliance activities and content and provides direction to compliance activities in specific situations to ensure appropriate action is taken by NRG including referring matters or issues to other divisions within NRG.

Reviews and analyzes reports and other communications to determine work being performed, trends, and compliance effectiveness.

Approves 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 Commission with numerous internal and external contacts including but not limited to gaming industry management employees, gaming manufacturers and service providers, legislators, Nebraska State Patrol, and local law enforcement, Department of Revenue employees and other teammates within NRG.

Works with the agency's legal staff to determine proper interpretation and implementation of laws and regulations governing the gaming industry in Nebraska.

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



Provides testimony at hearings and appeals.

Reviews proposed legislation for possible impact on compliance activities and provides analysis on such to the Executive Director.

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 NRG staff and recommends corrective action when necessary. Evaluates training needs of NRG staff and requests and/or recommends training courses.

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

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 the review and approval of gaming operations' internal controls and make recommendation to the agency Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: laws and regulations governing regulated gaming industry in Nebraska; techniques of gaming operations controls and audits and liaison responsibilities within NRG; procedures and techniques utilized in evaluating the effectiveness of gaming operations controls, programs or software, and audits; NRG's policies, standards or procedures concerning administrative activities including but not limited to Code of Ethics, reporting requirements, travel, and leave; familiarity with the scope and objectives of a gaming controls and audit functions; gaming terminology; principles of revenue reporting and taxation. Knowledge of the principles and practices of supervision.

Skill in: supervision of subordinates; 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; analyze and review revenue and other financial reports; plan, assign, direct, and evaluate the work of subordinate(s); establish and maintain effective working relationships with subordinate(s), Commissioners, state officials, entities in the gaming industry, other management staff in NRG and the public; provide advice, consultation, and leadership in gaming operations controls and audit matters; integrate the work of gaming operations with the overall mission of the Commission; evaluate, analyze, and report information resulting from gaming operations controls and audits; conduct gaming operations control and audits activities of varying complexity so that all pertinent details are obtained; evaluate the effectiveness of the NRG gaming operations and audits program; establish administrative procedures and operation and to evaluate efficiency and effectiveness of the bureau; present information clearly and concisely, both orally and in writing; learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Commission.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor’s degree and two years of experience in gaming regulation, gaming operations, audits, or related field in a supervisory or professional administrative role OR an equivalent combination of experience and training.

**LEGAL REQUIREMENTS:** (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

N/A

[Return to Specification List](#)

**SPECIAL NOTES APPLICABLE TO ALL LEVELS:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Some positions within this class series may require the teammate to possess a valid driver’s license or the ability to provide independent authorized transportation in order to perform work-related travel.

**Established: 07/2022**

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
Gaming Compliance Representative I	Title change and revised examples of work	6/5/23
Gaming Compliance Representative II	Establishing the classification	6/5/23
Gaming Compliance Supervisor	Minor changes to specification, changed job code	6/5/23
Gaming Compliance Director	Minor changes to specification, changed job code	6/5/23