

## **Twenty Nine Palms Gaming Commission Job Description**

**Job Title:** Gaming Inspector  
**Department:** Gaming Commission  
**Reports To:** Senior Gaming Inspector

### **SUMMARY:**

The Gaming Inspector is to observe and report incidents that might jeopardize the Tribal assets and is accountable to the Tribal Gaming Commission and the Tribe. It is the Mission of the Tribe and All Gaming Operations to provide outstanding customer service to guests and all other employees by exceeding our mission statement: "We are here for the guest. Period"

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

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. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement: "We are here for the guest. Period"
- Ensure compliance with Federal, State and Tribal – State Compact, Tribal, NIGC (National Indian Gaming Commission), Gaming Commission, Regulations, Policies and Procedures, MICS (Minimum Internal Control Standards) and TICS (Tribal Internal Control Standards).
- Communicate policies for the protection of the gaming facility and its operation from illegal activity and ensure persons engaged in illegal activities are indentified and reported to Public Safety for further action or removed.
- Maintain in the integrity and honesty of all games offered by the gaming operations by applying the appropriate policy. Assist in the verification of audits or jackpots.
- Oversee and ensure the physical safeguarding of the assets from the Casino Floor to Main Bank, Cash Cage.
- Receive patron complaints within the gaming premises and operation and assist in seeking voluntary resolution of such complaints.
- Communicate with Casino General Manager and Directors on an as needed basis verbally or in writing.
- Attend meetings when requested and be prepared to present reports.
- Follow all safety practices and procedures and attend all schedule Safety meetings and TERC training meetings, Title 31 and all other training as a condition of employment.
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Perform any other duties that may be assigned from time to time.

### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

### **EDUCATION AND EXPERIENCE:**

- Must possess a high school diploma or equivalent
- Bilingual preferred, but not required

### **CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Able to uphold a high level of confidentiality
- Able to work overtime if required
- Able to deal well with people in delicate situations and maintain control
- Able to work with little or no supervision
- Integrity and high work ethic required
- Able to handle multiple tasks
- Able to walk and stand at least eight (8) hours a day
- Strong verbal and written communication skills
- Shift rotation is required.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the Job, the employee is regularly required to stand and walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds.

### **WORK ENVIRONMENT:**

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

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on 24-hour, 7- day per week basis.

### **INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members

2. Other Native Americans
3. All other ethnic groups