



**YAVAPAI-APACHE NATION**  
**Tribal Gaming Office**  
**Job Description**

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**TITLE:** Compliance Agent

**EFFECTIVE DATE:** June 2017

**DEPARTMENT:** Compliance

**REPORTS TO:** Compliance Agent Supervisor

**SUMMARY OF FUNCTIONS**

The Compliance Agent performs a variety of tasks to assure compliance with provisions of the Tribal Gaming Code, Compact, and Casino Internal Controls. Be present at the Gaming facility all hours of Gaming Operation, have access to any and all areas of gaming to assure compliance. Reporting of violations, writing reports, receiving complaints and seeks voluntary resolutions of complaints.

**MAJOR DUTIES AND RESPONSIBILITIES**

- Responsible for ensuring that all verbal and written reports contain factual information.
- Must have or develop quickly report writing skills.
- Responsible for becoming intimately familiar with the NIGC MICS, Compact, Ordinance and Casino Internal Controls.
- Responsible for vigilant monitoring of all gaming activities and personnel, to include all areas such as: Public Gaming, Count Rooms, Cage/Cashier and to report any Compact Violations on the appropriate forms.
- Work closely with Gaming Operator Supervisors to resolve any patron complaints.
- Conduct all investigations without bias to any individual or situation.
- Will be detailed and thorough in properly documenting all information.
- Responsible for investigations to be strictly confidential. Witness interviews will be conducted privately.
- Must have or develop quickly, understanding and knowledge of all Class II and Class III Games.
- Must have or develop quickly, understanding and knowledge of Casino surveillance and security operations.
- Shall be aware of, and help in establishing, a list of persons barred from gaming facilities because of their criminal history, or their association with groups or organizations which possess a threat to the integrity of the gaming activities of the Tribe.
- Responsible for barring individuals from the Casino and forwarding all information through the channels of authority to the Executive Director and the Gaming Commission.
- Must become familiar with software/security of software and gaming machines.
- Basic understanding of computers and applicable software for record keeping, logging of information, and report writing.

- Must have or develop quickly, proficiency in spelling and grammar as it applies to the report writing requirement.
- All other tasks assigned.

### **ORGANIZATIONAL RELATIONSHIPS**

Compliance Agent works closely with the Compliance Supervisors on the gaming floor. Have or develop the ability to interact with casino personnel and patron in a positive and effective manner.

### **QUALIFICATIONS:**

- Must be twenty one (21) years of age.
- Must have a High School Diploma or GED.
- Able to work any shift, if necessary.
- Good written communications skills.
- Good verbal communications skills.
- Visually able to read/view video monitors.
- Sufficient manual dexterity to operate video recorders, tape machines and cameras, if necessary.
- Possess mature judgment.
- Work well in pressure situations.
- Must pass Certification required by Arizona State Gaming Agency, Tribal Gaming Commission and National Indian Gaming Act.
- Must not have any felony convictions.
- Must handle all Tribal Gaming Office business in a confidential manner.
- Must agree prior to employment to any lawful drug testing.
- Must complete in a concise, detailed and legible manner daily written reports and logs.
- Must have a valid Arizona Driver's License and be insurable with the Nation's auto insurance policy and sustain insurability throughout the duration of employment.

### **RESTRICTION OF TRANSFER**

Employees of the Yavapai-Apache Gaming Commission are limited in their ability to transfer employment to the Nation's gaming entity, Cliff Castle Casino/Hotel or any licensed position. A six month waiting period from the last day worked for the Gaming commission to the first day worked for the Casino/Hotel is required.

Pursuant to Resolution number 68-2004 of the Yavapai-Apache Nation, Tribal Members and their spouses are exempt from the six (6) month waiting period, with the exception of the Tribal Members terminated for violation of the Zero Tolerance Drug Free Workplace Policy.

Also must not have been employed by the Gaming Facility Operator within a ninety-day period immediately preceding employment with the Tribal Gaming Office, unless waived by the Gaming Facility Operator, and

Must qualify for and obtain a valid Tribal Gaming License and, unless a Tribal Member, certification by the state gaming agency.

**PHYSICAL REQUIREMENTS**

The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the environment is typical of an office setting. While performing the duties of this job the employee is required to sit; talk or hear; stand; walk; use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logical assignment to the position.

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Employee Acknowledgement

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Date