



Maryland State Lottery Agency
Position Announcement
VLT Casino Enforcement Representative (10-2043-944)
Administrative Specialist III

This is a position-specific recruitment for the Maryland Lottery Agency. The resulting eligible list will be used to fill this position/function only. Persons interested in future vacancies in this classification will need to reapply.

LOCATION:	Ocean City, Maryland	SALARY RANGE:	\$31,724 to \$49,599 (Temporary Salary Reduction)
ISSUED:	August 13, 2010	CLOSING DATE:	September 7, 2010

NATURE OF WORK: A Casino Enforcement Representative is responsible for performing casino compliance duties at the Maryland State Lottery Agency licensed gaming facilities. Employees in this classification are responsible for certifying revenue from the Video Lottery Terminals (VLT), receiving complaints from the public, receiving shipments of State-owned equipment, monitoring facility employees and vendors and ensuring that various aspects of the casino's internal controls and security surveillance and responsible gaming plans are adhered to, performing licensing functions and ensuring the integrity of the VLT gaming operation. In addition, employees in this classification are responsible for conducting investigations, when warranted into the following: operation of the VLT, maintenance of the VLT and associated equipment and software and any other investigations as the Lottery may deem necessary. **The Casino Enforcement Representative will be based out of the Ocean City location** and will report to the Maryland State Lottery Agency headquarters in Baltimore when necessary. These positions report to the Supervisor of Enforcement. **These positions work a 24/7 shift. Individuals must be willing to work all shifts.**

POSITION DUTIES:

- Serves as a liaison and establishes relationships with all levels of law enforcement, casino management, casino staff employees, all registered and certified vendors, and all other necessary persons;
- Responds to all patron complaints and questions and attempts to resolve all complaints from patrons in a satisfactory and equitable manner;
- Prepares a report for all incidents that occur with the casino;
- Monitors all casino employees to ensure that each employee meets the Lottery's licensing requirements. Ensures that all casino employees have their credentials on their person and are visible for display;
- Works with the Lottery's Licensing Department to ensure that all vendors, manufacturers, etc. are licensed in accordance with regulations;
- Provides assistance to the Lottery's Internal Audit and Accounting Departments when requested or as needed;
- Serves as an on-site liaison for the central computer system vendor to ensure that all machines are communicating properly and to complete "ram" clears as needed;
- Engages in the practice of ongoing review of slot machine activity to ensure that all machines are functioning as required;
- Assists casino personnel with jackpot payouts to ensure meters are properly recorded and the payout is accurate and valid;
- Receives all state-owned equipment, including video lottery terminals in the casino, affixes the state asset tag, records appropriate information into the corresponding maintenance log and performs inventory of all state-owned equipment;
- Observes the gaming floor for suspicious activity, underage and/or intoxicated persons, excluded persons and report same to appropriate Lottery and Casino personnel. Provides follow-up as necessary to ensure compliance;
- Coordinates activities with the appropriate Lottery personnel concerning all slot machine placements, replacements, floor plans, and all necessary surveillance coverage with every floor plan change;
- Secures keys that the Lottery is required to control pursuant to Internal Control Procedures;
- Conducts inquiries regarding casino operations and secures copies of documents, tapes/discs, reports, logs, etc., that are necessary to ascertain compliance with all laws, regulations and internal controls;
- Ensures facility signage is in compliance with Lottery regulations;
- Maintains familiarity with all documents relating to casino compliance such as the property internal controls, property rules, regulations and procedures and Lottery rules, regulations and internal policies;
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

Education: Completion of 60 credit hours at an accredited college or university.

Experience: Two years of experience in administrative or professional work.

- Notes:
1. Candidates may substitute experience as defined at the rate of one year experience for 30 credit hours of education for up to 60 credit hours of the required education.
 2. Candidates may substitute a bachelor's degree from an accredited college or university for the required education and experience.

Desired Qualification:

- Law enforcement experience of a technical level.

EXAMINATION: The examination will consist of a rating of training and experience. Applicants will be rated based on the information provided on their applications. Therefore it is important to complete your application accurately and completely. You must report all experience and education that is related to this position. Make certain to describe your job duties and responsibilities and the amount of time you spent at each job.

APPLICATION PROCEDURES: Applicants must submit a completed State of Maryland (MS-100) job application. Applications may be obtained from the Maryland State Lottery Agency's Human Resource Division or by visiting the DBM website: www.dbm.maryland.gov.

**Interested applicants must complete an MS-100 application and submit it no later than
Tuesday, September 7, 2010 to:**

**Yvonne Clark-Drayton, Human Resources Officer
Maryland State Lottery Agency
1800 Washington Blvd., Suite 330
Baltimore, MD 21230**

THE MARYLAND STATE LOTTERY AGENCY IS AN EQUAL OPPORTUNITY EMPLOYER