

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

GAMING SHIFT SUPERVISOR

POSITION CODE: 17187

Effective: 10-1-18

CLASS OVERVIEW:

The statutory authority, the methods of investigation and regulation enforcement, and the education, training and experience required of this class provide the foundation for these positions. However, options have been established within this class to describe areas of specialization. These options distinguish between a Gaming Shift Supervisor employed in the Investigations Division of the Illinois Gaming Board from a Gaming Shift Supervisor employed in the Enforcement Division of the Illinois Gaming Board.

DISTINGUISHING FEATURES OF WORK:

Under general direction, exercises all the rights and powers of a peace officer, and serves as a working supervisor to an assigned staff of gaming agents engaged in investigations and on-site enforcement of regulations at riverboat gambling casinos and video gaming locations. Monitors, develops and maintains proper scheduling of gaming agents on assigned shifts. Conducts investigations of incidents of any variations in win percentages, records, data, or handling procedures. Coordinates or conducts background investigations. Coordinates investigations of major incidents as assigned and conducts unannounced inspections of licensed gaming owners internal controls and handling procedures. Provides training to new agents. Schedules, monitors and documents the training needs and progress of assigned staff. Reviews investigative activity reports to verify adherence to procedural and legal standards and prepares comprehensive reports for administrative staff. Both supervisor and staff work on an assigned shift to provide continuous day-to-day law enforcement presence and perform investigative squad functions on riverboat casinos and in locations that offer video gaming. Travels as needed to perform the work required.

Investigations

Investigations option positions are characterized by a concentration in the conduct of suitability background investigations of applicants for Owners Licenses, Suppliers Licenses, Key Persons designations, Occupational Licenses, and all levels of video gaming licenses. Investigations positions examine an applicant's business practices, financial history, financial stability, education history, employment history and criminal, civil and administrative litigation history. Investigations agents provide consultation and partner with Enforcement agents on longer term regulatory and criminal law violations of the Illinois Riverboat Gambling Act, the Video Gaming Act, the Illinois Criminal Code as well as federal law. Board personnel also interact and collaborate with law enforcement personnel in the Illinois State Police, Illinois municipalities, federal agencies and foreign jurisdictions. Out of state travel is required to conduct the investigations, exchange information and meet with other jurisdictional authorities. Investigations responsibilities extend to alleged violations of the Riverboat Gambling Act, the Video Gaming Act, Illinois Gaming Board Adopted Rules and Owner Licensees' Internal Control Systems.

## GAMING SHIFT SUPERVISOR (continued)

## Enforcement

Enforcement option positions are characterized by a focus on the physical presence of agents in docksite (riverboat casino gambling) and video gaming locations throughout Illinois during all hours of operation in the gaming day. The Enforcement Division is responsible for the on-site enforcement of all regulations related to currently licensed gambling establishments' activities such as cash drops, chip inventories, placement of surveillance equipment, payoff percentages of electronic gaming devices, underage gambling and filing of federally required cash transaction reports. Agents investigate alleged thefts, embezzlement, money laundering, structuring, cheating and illegal modifications of any gaming device. Enforcement agents also inspect currently licensed locations or locations under consideration for licensure and install video gaming terminals and/or other ancillary equipment including software upgrades in the implementation and operation of video gaming equipment throughout the state. The presence of the agents and their powers of arrest are intended to provide a safe and secure environment for gaming patrons and personnel.

## ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, assigns and reviews the activities of assigned staff who monitor the day-to-day function and activities of riverboat and video gaming licensees (including, but not limited to owners, personnel, and patrons), providing enforcement and investigating alleged incidents of violations of gaming laws; plans, assigns and reviews the activities of an assigned staff that performs background investigations of potential licensees seeking involvement in the gaming industry regulated by the Illinois Gaming Board; provides oversight of agent activities and authorizes the approaches to be used in obtaining evidence, collecting intelligence, interviewing witnesses, interrogating suspects and executing police actions; documents operations.
2. Serves as working supervisor; assigns and reviews work, provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations.
3. Confers with the unit supervisor in reviewing, preparing and disseminating shift work schedules for each gaming day for agents on assigned shift for a work cycle of 28 days; makes adjustments to schedules to accommodate absences, incorporates agent time-off requests, overtime requests or mandated overtime; monitors and documents shifts to ensure the presence of law enforcement whenever gambling is occurring.

## GAMING SHIFT SUPERVISOR (continued)

4. Exercising the rights and powers of a peace officer, conducts detailed and comprehensive investigations of persons and companies involved in gaming-related activities to determine compliance with the provisions of the Riverboat Gambling Act, the Video Gaming Act, the rules and regulations administered by the Illinois Gaming Board, and the Illinois Criminal Code; identifies sources of information; interviews gaming establishment management, licensees, applicants, witnesses and complainants; interrogates suspects; conducts surveillance; collects, analyzes and documents findings; travels to perform the work required.
5. Conducts on-site assessments of the ability of riverboat casinos and video gaming operations to comply with state gaming statutes and regulations; conducts unannounced reviews of the ability of gaming establishments to implement and maintain internal control systems; documents detailed reviews of business records and procedures; provides explanations of statute and regulation requirements; documents violations and submits reports on findings; notifies gaming operation management personnel of violations and impending disciplinary actions.
6. Conducts or coordinates advanced investigations of major incident cases of a sensitive or confidential nature including but not limited to theft, money laundering, fraud, identity theft, and suspected or known fluctuations in video gaming and riverboat casino statistics and percentages; conducts investigations as a team member or independently; may serve as a field supervisor or lead agent to a team of law enforcement personnel; coordinates investigative activities with other law enforcement, regulatory, or compliance authorities in accordance with agency policies; may participate in or direct police actions such as the issuance of warrants, arrests, seizures and raids.
7. Provides on-the-job training to new agents and schedules new agents for further or updated training; documents and provides reports to supervisor on new agent progress and development; learns and stays current on gaming regulations, statutes, internal directives, investigatory techniques; advises investigative staff and interprets court rulings, administrative rules, statutes; schedules assigned agents for required annual training courses; maintains documentation of agents having scheduled and completed training courses.
8. In the absence of the supervisor, may serve as the Gaming Unit Supervisor; maintains ongoing communication with private and public organizations, and officials of local, state or federal government to interpret or promote agency goals and objectives; with delegated authority, may commit operational program elements to specific courses of action.
9. Compiles research and prepares comprehensive reports on the variety of activities of assigned staff on an assigned unit which include, but are not limited to, investigative activities, case management, time management and work scheduling analysis. Provides plans, directs, and conducts research or administrative studies of specific phases of division operations.

## GAMING SHIFT SUPERVISOR (continued)

10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to four years of college, preferably with courses in law enforcement, criminal justice, pre-law, business administration or a related field.

Requires current certification as a sworn peace officer.

Requires four years progressively responsible professional experience as a Gaming Senior Special Agent in enforcement or investigations with the Gaming Board.

At the time of hire, applicants must satisfy these conditions\*:

- a) have graduated from an approved state police academy program;
- b) possess sufficient physical fitness to pass the Peace Officer Wellness Evaluation Report test, or POWER test; and
- c) have passed an approved firearms qualification course.

\* These standards have been set forth in the Illinois Police Training Act (50 ILCS 705/) and the Peace Officer Firearms Training Act (50 ILCS 710/). These standards have been authorized and approved and by the Illinois Law Enforcement Training & Standards Board and the Illinois State Police Merit Board. More detailed information on testing and methods of verification may be found by contacting those state agencies or the Illinois Gaming Board.

Knowledges, Skills and Abilities

Requires working knowledge of law enforcement investigatory concepts and techniques.

Requires working knowledge of laws, regulations and pertinent criminal statutes.

Requires working knowledge of agency programs and service objectives, activities and operational systems, policies and procedures.

Requires working knowledge of staff utilization and employee motivation.

Requires ability to perform shift work including weekends and holidays.

Employees will be required to periodically demonstrate continuing physical proficiency as defined by departmental policies sufficient to carry out the duties of the classification.

Employees will be required to periodically qualify with appropriate firearms as defined by departmental policy and applicable law including skill and in the use, care and safety of such weapons.

Employees will be required to periodically complete continued professional training as required by law or by department policies and procedures.

Requires ability to develop and maintain cooperative working relationships.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

## GAMING SHIFT SUPERVISOR (continued)

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to develop and maintain cooperative working relationships.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.