



# PUYALLUP TRIBE OF INDIANS



## JOB ANNOUNCEMENT

**OPEN:**                   **OCTOBER 9, 2018**

**CLOSES:**               **OCTOBER 23, 2018**

**JOB TITLE:**       **LEAD TRAINER**

**DEPARTMENT:**   **TRIBAL GAMING  
REGULATORY OFFICE**

**REPORTS TO:**   **EXECUTIVE DIRECTOR**

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### **POSITION SUMMARY:**

Under the general direction of the Executive Director, the Lead Trainer position will assume a lead role and will be responsible for preparation of educational materials as well as educating and assuring that Special Regulatory Agents are fully knowledgeable, experienced and well-versed in casino table games, tribal lottery systems, casino operations, Puyallup Tribe Gaming (PTGRO) Information Systems, Emerald Queen Casino (EQC) Internal Controls, EQC Policies and Procedures, PTGRO Policies and Procedures, Indian Gaming Regulatory Act, Washington State/Puyallup Tribe Gaming Compact, National Indian Gaming Commission Minimum Internal Controls and the Puyallup Tribe Gaming Ordinance. This position will act as a “technical specialist” and requires a recognized level of expertise on all gambling related activities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for analyzing training needs within the department to determine knowledge, skills and abilities of agents through skills testing, assessment tests, observation or other such acknowledged methods.
2. Responsible for the creation of a training curriculum with specific measurable goals, objectives and priorities to assure that training needs are met.
3. Establishes a training schedule and publishes schedule information and oversees Regulatory Agent enrollment.
4. Responsible for the design of a training program that meets the department’s needs and those of the individual Regulatory Agents and which considers leaning concepts, learner readiness, various learning styles, etc.
5. Responsible for the implementation of a training program designed to educate all new and existing Special Agents – Regulatory in various aspects of casino gaming activities to include table games, tribal lottery systems, internal controls, policies and procedures, ordinances, information systems, I-Track, I.D. Point and any other related information required by management to assure agents are fully knowledgeable in order to perform their jobs.
6. Responsible for creating valid and reliable tests, quizzes and other evaluation tools to establish post-training results to determine if training goals and objectives are met.

7. Responsible for keeping confidential any tests, quizzes and other necessary documents related to training and education.
8. Responsible for establishing student evaluation and progress through such methods as observing student on-the-job, one-on-one coaching, mentoring or other such techniques.
9. Regularly meets with Executive Director and Assistant Director to provide training results to determine whether training methods are effective resulting in the consistent and sustained reporting of incidents, report writing techniques, application of internal control standards, gaming ordinances, surveillance, etc.
10. Tracks each agent's individual training received and assists management with performance evaluation.
11. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This position has no direct supervisory authority but will be responsible for taking a lead trainer role within the department and will evaluate and report individual Regulatory Agent progress to supervisory personnel.

### **QUALIFICATIONS AND REQUIREMENTS**

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

#### **Education and/or Experience**

*The following education and experience is required:*

- ♦ High School Diploma or GED; and
- ♦ Minimum of five years regulatory experience in a casino/gaming environment; and
- ♦ Minimum of three years casino gaming table games experience; and
- ♦ Four years of supervisory experience either in Table Games or Regulatory Lead; and
- ♦ Have table games dealer experience in four of the following five table games: Black Jack, Craps, Roulette, Baccarat or Pai Gow; and
- ♦ Must demonstrate satisfactory completion in gaming regulatory training and education in all areas being taught; and
- ♦ Must demonstrate mathematical concepts such as Odds, Win/Loss, Theoretical & Actual Hold percentages; and
- ♦ Must demonstrate Intermediate skills level with Word, Power Point and Excel programs.
- ♦ Must be able to work various shifts, evenings and weekends in order to schedule training, perform individual observation or one-on-one coaching as needed.

*Note: Part-time work is pro-rated in crediting experience (e.g., if you work 20 hours per week for a 12-month period you will be credited with 6 months of experience).*

## **Language Skills**

Ability to read, analyze, and interpret documents such as Internal Controls, Policies and Procedures, and basic directions. Ability to write routine reports, business correspondence and procedure manuals. Ability to write valid and reliable quizzes, tests and instruction manuals. Ability to speak clearly and effectively in order to present information to large groups of people or employees of PTGRO. Ability to respond to and answer questions.

## **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **Licenses or Certificates**

Valid Washington state drivers license and proof of insurance required and must be maintained throughout employment.

Must pass criminal, financial, and personal background check prior to employment and periodically throughout employment.

Must be able to obtain and maintain necessary gaming license in order to perform the duties of this position throughout employment.

Must be willing to attend and successfully complete a “Training the Trainer” class within six months of hire.

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

- Requires the ability to operate a typewriter, personal computer, multi-line telephone, calculator, facsimile and photocopier.
- Requires the ability to read, write, communicate, and interpret information accurately in English.
- While performing the duties of this job, the employee is frequently required to walk and talk or hear.
- The employee occasionally is required to sit; stand; use hands to finger, handle and feel; climb or balance; stoop, kneel, crouch or crawl and reach with hands and arms.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level is low to moderate.
- The physical exertion is low to moderate.
- Work is performed in a casino setting with occasional local travel.
- There are frequent employee client and customer contacts and interruptions during the day.

The Puyallup Tribe of Indians reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

### *INDIAN PREFERENCE EMPLOYER AS REQUIRED BY LAW*

#### **HOW TO APPLY:**

*Submit application and resume postmarked by the closing date to:*

Human Resource Department  
Puyallup Tribe of Indians  
3009 East Portland Avenue  
Tacoma, WA 98404

Ph.#: (253)573-7863  
Fax#: (253)573-7963

Email: [jobs@puyalluptribe-nsn.gov](mailto:jobs@puyalluptribe-nsn.gov)

*Note: Applications & copies of job announcements available at Rm. # 117  
or online at [www.puyallup-tribe.com](http://www.puyallup-tribe.com)*