

LOTTERY INVESTIGATOR**NATURE OF WORK:**

Under general supervision, performs full-performance level technical and investigative work enforcing the laws and regulations of the West Virginia Lottery. Ensures licensees are operating in compliance with established regulations; ensures integrity of lottery games. May specialize in the functional area of racetrack table games, racetrack video lottery, limited video lottery or traditional games. Employees observe casino operations to ensure that gaming operations are conducted in a fair and honest manner; maintains security of video lottery machines at licensed racetracks; oversees the installation, software updates, movement of machines, conversion of terminals to new game themes and state required terminal maintenance; monitors gaming floor on regular basis, conducts compliance inspections of video lottery terminals; reviews and investigates player complaints; conduct investigations and assists local law enforcement when necessary. Work may require irregular work schedules and working holidays and weekends. Background and credit investigation and security clearance required for employment. Performs related work as required.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Schedules and performs limited video lottery machine installations, removals, maintenance, chip changes, swap-outs, add-ons and destructions; investigates complaints of missing meters; completes related forms for documentation of machine changes; maintains record of receipt and destruction of EPROM's (Erasable, Programmable, Read Only Memory Chips) .

Performs site surveys for retail establishment license applications or machine changes; follows up with and investigates player complaints in assigned area.

Assists law enforcement agencies with limited video lottery investigations involving retail establishments; downloads security closed-circuit television video when required for investigations.

Maintains security and inventory of all limited video lottery machines and software at racetracks; oversees installation of new machines, software updates, movement of machines, conversion of terminals to new game themes, denomination changes and state required terminal maintenance; performs coin tests; maintains inventory of critical terminal repair parts; maintains security of warehouse storage facility.

Completes and submits all paperwork and reports, state maintenance reports, lottery compliance forms, critical parts inventory forms, investigative reports, logic seal records installation checklist and coin test sheets.

Observes gaming floor for compliance with regulations; reviews security surveillance of gaming activities; investigates player or patron complaints; checks license of track personnel; conduct compliance inspections of all terminals.

LOTTERY INVESTIGATOR (CONT'D)

ESSENTIAL JOB FUNCTIONS: (Cont'd)

- Conducts regular meetings with track management and personnel to ensure compliance with gaming regulations and procedures.
- Uses video surveillance equipment to observe casino operations including layout, games, equipment, personnel, patrons and other areas of the facility; conducts compliance inspections and documents any deviations to operating procedures or violations of gaming regulations; reports violations to casino compliance officer.
- Monitors and investigates track personnel to ensure compliance with minimum internal controls adopted by the West Virginia Lottery Commission.
- Investigates patron disputes or complaints filed against the casino.
- Inspects gaming equipment and reserves prior to use in the casino; monitors table drop and table count.
- Prepares and submits daily reports of documented incidents; maintains required records and logs.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of investigative principles and techniques.
- Knowledge of adjudicative and criminal legal proceedings.
- Knowledge of record keeping methods and procedures for preservation of evidence.
- Knowledge of West Virginia Lottery laws, regulations, policies and procedures.
- Knowledge of the gaming operations licensed by the West Virginia Lottery and of gaming equipment, security equipment and procedures.
- Skill in the use of surveillance equipment.
- Ability to perform video lottery terminal installations, removals, maintenance, chip changes, swap-outs, add-ons, and destructions.
- Ability to gauge the validity of complaints/allegations through establishing facts and drawing valid conclusions.
- Ability to conduct investigations and compliance inspections in the area of assignment.
- Ability to interact effectively with gaming patrons, gaming industry employees and officials, vendor representatives and law enforcement personnel.
- Ability to prepare clear and concise reports of gaming activities and investigations and inspections.

MINIMUM QUALIFICATIONS:

TRAINING: Bachelor's degree from a regionally accredited four-year college or university.

SUBSTITUTION: Experience as described below may substitute for the required training on a year-for-year basis.

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LOTTERY INVESTIGATOR (CONT'D)

MINIMUM QUALIFICATIONS: (CONT.)

EXPERIENCE: Two years of full-time or equivalent part-time paid investigative, law enforcement, desktop computer, surveillance, accounting/auditing and/or business operations, lottery operations, and/or casino operations, or gaming operations experience. Preference may be shown to applicants with investigative experience in casino or gaming operations.

Established: 3/19/09

Revised: 8/31/09

Effective: 8/31/09