

Specification for the Class of

GAMBLING LICENSE SUPERVISOR

**Abolished Effective July 1, 2007**

Definition: Within the Washington State Gambling Commission supervises, plans, directs and coordinates all functions and processes of a unit of Gambling License Technicians and other staff engaged in the processing of gambling license applications and/or licensing support functions.

Typical Work

Provides training to employees; conducts employee performance evaluations; interviews job candidates; initiates corrective/disciplinary action; leads and conducts team-building meetings; evaluates and addresses quality control issues; develops, implements, directs, and coordinates workload flow and processes;

Supervises, monitors and coordinates the activities and processes of one or more licensing programs; approves/disapproves selected license transactions for issuance of new, renewal and change licenses; recommends approval/denial of other license types; examines non-standard and unusual license applications and accompanying legal documents referred by staff; depending upon the complexity of the transaction or the nature of the issue, may complete the process or provide specific or general instructions to assigned staff;

Provides and conducts or supervises specialized on-the-job training designed to afford staff opportunities to perform progressively more difficult and responsible work; establishes guidelines and ensures subordinates gain expertise in the application of statutes, the provision of quality public service, and development of the judgment necessary to determine compliance with gambling license laws and rules; maintains up-to-date desk manuals including current laws and explanations, current license transactions and agency procedures;

Consults with, assists and provides expertise to Gambling Commission staff, license applicants, the public, governmental officials, attorneys and other individuals representing applicants/licensees on technical matters involving applicable statutes, commission rules and licensing procedures; initiates and responds to telephone, written or in-person inquiries from persons seeking information regarding the Gambling License Certification Program and other licensing matters; collects NSF checks and fees; assembles, summarizes and compiles monthly statistics on staff productivity; provides status of Class III applications to Tribes and agency management; composes correspondence to licensees, applicants and agency staff; represents Licensing Manager at management meetings and acts in place of Manager during absences;

Directs and assists staff functioning in liaison with other state, local or federal agencies in an effort to obtain essential information to verify or coordinate statutory and WAC rule requirements or to resolve problems prior to recommending licensure, re-licensure, or other functions; conducts license data quality control reviews and supervises staff in the collection, review, computer input and verification of gambling license applications; provides assistance in forms preparation; computes and verifies license fees due, based on types of license or permit required to conduct authorized gambling activities;

Recommends the suspension and/or revocation of existing licenses, changes to gambling laws, rules, procedures and other projects, transactions and activities;

Performs other duties as required.

#### Knowledge and Abilities

Knowledge of: Gambling Act, WAC rules and agency/licensing policies and procedures, corporate laws of the state, real estate transactions, and gambling license certification and recertification procedures; supervisory principles to include personnel policies and procedures, efficient use of resources, office practices, basic accounting, public relations, principles of communication and counseling.

Ability to: supervise, train, plan, and direct the work of staff involved in the processing of gambling licenses; recognize, answer and solve complex licensing problems; read, interpret, and apply complex laws, rules and policies and procedures; review and evaluate qualifications of license applicants; maintain positive public relations and coordinate licensing activities; plan, schedule and coordinate multiple projects, licensing functions and processes and other activities.

#### Minimum Qualifications

One year of experience as a Gambling License Technician.

OR

Three years of lead or supervisory experience within a licensing or regulatory agency at the local, state or federal government level.

OR

An Associate of Arts degree involving major study in accounting, finance, business or public administration, criminal justice, or related field.

AND

One year of lead or supervisory experience within a licensing or regulatory agency at the local, state or federal government level.

New class: 4-12-91

Title and class code change (Formerly Gambling License Technical Supervisor - 01200),  
revise definition, minimum qualifications, general revision: 5-10-96 (effective 7-1-96)

Revised definition: 1-14-2000