

Competencies Template

Technical Proficiency - The ability and willingness to exhibit competency in the technical areas needed to do a specific job.

- Recognizes sensitive information and keeps it confidential, consistent with the law.
- Reads, comprehends, and correctly applies all Gaming Control Act and MS Gaming Commission (MGC) Regulations, agency rules and policies applicable to the audit and compliance within the scope of the assignment.
 - Reads, comprehends, and implements the federal and state laws, the policies, rules and regulations that govern specific program responsibilities.
 - Possesses an understanding of the federal and state laws, the policies, rules and regulations that pertain to the specific job.
- Reads, comprehends, evaluates, interprets, and implements federal, state, and local laws, policies, mandates, and regulations relating to professional and technical environmental engineering work.
 - Reads, evaluates, develops, and interprets technical documents and design drawings.
 - Exhibits an understanding of, compliance with, and implementation of safety rules and regulations.
- Exhibits a knowledge and understanding of laws, regulation, policies and procedures relating to applicable accounting responsibilities.
- Knowledgeable of the applicable state forms, reports and systems.
- Prepares and maintains various financial records and fiscal reports within accepted accounting standards.
 - Exercises supervision and directs the accounting activities of an accounting division.
 - Reviews various financial records and reports prepared by lower-level staff.
 - Participates in the development and modification of accounting systems.
- Plans, prepares and conducts various auditing functions.
 - Supervises accounting and auditing work of others.
- Compiles and verifies data for various financial and fiscal reports.
- Possesses knowledge of proper accounting procedures to perform a variety of functions such as budget preparation, purchasing documents, payroll, grants tracking, financial entry preparation for GAAP packet, and fund accounting.
 - Ensure that staff complies with accounting policies and procedures.
 - Maintain internal accounting and auditing systems.
 - Understands and analyzes financial information.
 - Possesses the ability to read and post numerical data rapidly and accurately and to make arithmetical computations with speed and accuracy.
 - Compiles and verifies data for various financial and fiscal reports.
 - Prepares and maintains financial records and reports according to accepted accounting practices.
 - Skilled in use of equipment necessary to perform general clerical tasks.

- Executes investigations for licensure, registration, and findings of suitability for gaming applicants.
- Performs necessary procedures including observation, examination, an analytical review and reconciliations necessary to formulate and render a conclusion, a recommendation or to complete the objective of the assignment.
- Establishes and performs necessary procedures including observation, examination, an analytical review and reconciliations necessary to formulate and render a conclusion, a recommendation or to complete the objective of the assignment.
- Reviews, advises and determines nature and extent of assignment procedures using information provided through reports of subordinates.
 - Efficiently handles the collection, maintenance, and publication of data regarding research or project activities related to the specific job.
 - Prepares contracts with consultants for support in the performance of varied projects.
 - Develops and maintains databases used to promote public awareness of agency's mission and goals.
- Prepares and reviews work papers to ensure completeness, accuracy and adherence to established policies and procedures.
 - Prepares and reviews work papers during interim audits to ensure completeness, accuracy and adherence to established policies and procedures.
 - Prepares and processes reports, directories, requests, and other departmental related documents within deadlines and according to guidelines.
- Performs technical evaluations and makes valid recommendations in response to industry requests.
- Analyzes and assesses all compliance reviews and investigations conducted by the agency.
- Assumes responsibility for obtaining, compiling, and maintaining a digest of foreign and domestic gaming laws and regulations relative to the work of the division.
- Demonstrates proficiency in applicable technical areas based on the application of acquired technical knowledge.
- Demonstrates the ability to complete written communications, which address all relevant material and information in logical fashion.
 - Possesses the ability to write clear, concise grant applications in order to increase the opportunity for successful funding.
 - Understands and effectively utilizes the language and style for various writing projects such as newsletters, reports, grants and press releases.
 - Demonstrates effective written and oral use of the English language.
- Performs work with a minimum amount of supervision in areas that are familiar.
- Exhibits the ability to identify alternatives and make technical decisions. If the situation requires, makes the best decision based on incomplete and conflicting information. Remains flexible within prescribed guidelines.
- Monitors compliance with policies and laws within specific programs.
- Recognizes the need for continued professional and technical development.
 - Participates in professional activities to enhance knowledge and skills.
 - Is creative, remains open, removes restraints in thinking, and seeks new sources of ideas.

- Understands and effectively uses all agency office equipment and software.
 - Utilizes agency appropriate software to produce professional publications to satisfy stakeholder needs.
 - Monitors daily operations of office equipment and supplies and addresses needs in a timely manner in order to avoid crisis situations.
 - Effectively utilizes enterprise-wide data and technical software needed to perform specific duties.
- Maintains an effective filing system for all conference and training session records and materials.
- Provides an environment where staff are challenged, motivated, fairly evaluated, and rewarded.
- Keeps Program Director informed of program activities on a regular basis as well as through established reports
- Develops, coordinates, and maintains statewide partnerships to assist in specific programs as directed by the agency.
 - Provides and maintains updated information on state and federal volunteer programs within the state.
- Assists with outreach, recruitment, and selection of new grantees for applicable programs.
 - Monitors grantees through site visits and other methods, ensuring grantees' compliance with legal and fiscal requirements.
 - Analyzes programs' progress toward objectives and managements systems and submits appropriate and timely reports as required.
 - Provides grantees with training and technical assistance as needed or requested.

Organizational Ability – The ability and willingness to organize and utilize resources to achieve results.

- Organizes resources (human, fiscal, and material) in an effective manner needed to provide services to the stakeholders.
- Prepares, arranges, and distributes information to keep stakeholders informed.
- Creates quality marketing materials.
- Orchestrates multiple activities at once to accomplish the goals.
- Effectively coordinates, plans, implements, and evaluates conferences, training sessions and special events.
- Recognizes current and potential crisis situations and uses flexibility, creativity, and common sense to reach a workable solution.

Workflow Management - The ability and willingness to perform work within defined specifications and timelines and to manage conflicting priorities.

- Assimilates and manages data from a variety of sources.
- Operates under specific time constraints and within specified deadlines.
- Effectively prioritizes tasks in order to meet compliance timelines.
- Makes work assignments and oversees work assignments timeframes.
 - Schedules workflow for self and others in order to achieve goals.
- Makes work assignments and oversees work assignments timeframes on interim audits.
- Monitors workflow of staff, files progress reports.
- Monitors workflow of staff, files progress reports on interim audits.
- Approves compliance review schedules, methods, and final reports and ensures all compliance reviews/checks, investigations, and special projects are completed in the prescribed time frame.
- Exhibits the ability to handle multiple issues and projects concurrently.
- Coordinates with staff the timely completion of review notes and other work associated with the completion of an assignment.
- Coordinates with staff the timely completion of review notes and other work associated with the completion of an assignment on interim audits.

Problem Solving/Decision Making - The ability and willingness to work with people and to identify and solve problems in order to effectively and efficiently complete assigned tasks.

- Exhibits ability to identify and address issues that arise during a compliance review and/or investigations.
 - Recognizes current potential crisis situations and uses flexibility, creativity, and common sense to reach a workable solution.
 - Uses problem-solving tools to navigate to a practical solution.
 - Negotiates when necessary to resolve problems.
- Monitors final reports for deficiencies, works to address current problems and seeks necessary processes to reduce or prevent future occurrences.
- Ensures that all problems encountered are addressed at the appropriate level and communicates all relevant information on a timely basis with accuracy and completeness.
 - Reviews problem areas, and when necessary, advises appropriate staff of problems on a timely basis with accuracy and completeness.
- Seeks input on problem identification and solution from appropriate sources before moving to a solution.
- Exercises sound reasoning.
- Seeks to identify and resolve conflict situations.
- Seeks to identify and address conflict situations.
- Effectively deals with difficult issues and people.
- Effectively develops and utilizes teams to solve problems.

- Accumulates sufficient evidential matter, using Commission and professional standards and judgment to render a conclusion/opinion to meet the objectives of the assignment, and if not, document the reasons why.
- Exhibits the ability to be receptive to ideas of others.
- Displays the ability and willingness to work with other officers or other divisions in order to collectively complete assigned tasks or problems as they arise.
- Analyzes the effects of decisions on all stakeholders.
- Orchestrates multiple activities at once to accomplish the goals.
- Assumes responsibility for making financial decision within the agency.
 - Reviews complex fiscal decisions and makes decisions based on sound policies
 - Recommends changes to fiscal policy as necessary.

Stakeholder Relations – The ability and willingness to interact and communicate effectively with stakeholders.

- Proactively provides stakeholders with proper information in an effort to reduce the occurrence of future problems.
 - Listens to the needs of stakeholders and addresses the issues in a timely and positive manner.
 - Articulates service programs and needs to the community.
 - Markets the vision and work of the agency to various stakeholders.
 - Participates in the development and presentation of a strong public relations program that delivers the message of the agency to various stakeholders.
 - Prepares, arranges, and distributes information to keep stakeholders informed.
 - Provides proactive information to stakeholders on changes in reporting financial information.
- Effectively corresponds with licensee personnel regarding audit results, investigations and all other compliance issues.
- Supports the agency mission and goals in all interactions with internal and external stakeholders.
- Acts as an advocate for agency policy.
- Maintains productive communications between staff and licensee personnel.
 - Provides managerial and technical support to agency staff.
- Maintains independence in fact and appearance from licensees and other industry representatives as appropriate.
- Represents the agency in local, state, and national activities.
 - Represents the agency, builds and maintains a good working relationship with agency personnel, the board, public and private organizations, and the general public.
 - Establishes and maintains important public contacts.
- Demonstrates an understanding of the organizational units within the agency and relationship to external agencies.
 - Interacts with external agencies on behalf of agency.
- Builds and utilizes stakeholder teams to accomplish goals.

- Builds alliances to meet goals through cooperative collaboration.
- Provides proactive information to stakeholders on changes in reporting financial information.
- Provides proactive information to stakeholders to keep them informed of current and potential environmental situations.
- Demonstrates the ability to communicate complex technical ideas coherently and effectively, both in writing and orally, to technical and non-technical stakeholders.
- Demonstrates an understanding of the organizational units within the agency.

Planning – The ability and willingness to assess current needs, identify future needs and prepare plans for acquiring necessary resources to meet the mission, goals, and objectives of the agency as it relates to the specific job.

- Exhibits strong knowledge and understanding of agency mission and identifies and locates sufficient resources to meet the goals and objectives for the division.
- Prepares plans for inclusion in the agenda for the commission.
- Contributes to the development and achievement of division goals and objectives.
- Demonstrates the ability to forecast future division needs.
- Collaborates with other organizations and internal departments on tactical and strategic planning.
- Effectively participates in the development of plans, programs, policies, and procedures to meet the goals of the agency.
- Effectively utilizes tools such as risk assessment, cost-benefit analysis, socioeconomic impact analysis, etc. in the decision-making and planning processes.

Support Services – The ability and willingness to assist others by organizing, coordinating and preparing information and services.

- Provides timely information and assistance to the MCVS Board in matters pertaining to meetings, minutes, travel, reimbursement, and other support as required.
- Coordinates sites for meetings, special events, and projects in order to meet the needs of the stakeholders and the agency.
- Develops and monitors systematic procedures for conference registration payment vouchers.
- Supervises office volunteers during special training events and conferences.
- Serves as a communication representative for the agency on specific programs and at college fairs.
- Recognizes current and potential crisis situations and uses flexibility, creativity and common sense to reach a workable solution.