

KENTUCKY HORSE RACING AND GAMING CORPORATION
JOB DESCRIPTION

JOB TITLE: Gaming Compliance Coordinator
DEPARTMENT: Gaming
REPORTS TO: Directors of Pari-Mutuel Wagering and Sports Wagering

JOB SUMMARY:

The Gaming Compliance Coordinator supports the Kentucky Horse Racing and Gaming Corporation's (KHRGC) Gaming Division by assisting with compliance coordination, regulatory oversight, managing customer complaints, and providing operational support for pari-mutuel and sports wagering activities. This role ensures regulatory processes are followed in both wagering areas and plays a key role in maintaining the integrity of gaming operations.

The Gaming Compliance Coordinator is responsible for handling a variety of compliance-related tasks as directed by KHRGC leadership. This position requires strong organizational and interpersonal skills, along with a proactive and professional approach to regulatory oversight.

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Assist in monitoring and ensuring compliance with all applicable laws and regulations governing pari-mutuel and sports wagering activities.
- Investigate and address customer complaints related to gaming operations, working to resolve issues in alignment with regulatory requirements.
- Analyze and review requests from licensees and recommend approval or denial related to new wagers, updates to terms and conditions or wagering rules, cancelled or voided wagers, changes to gaming floors, and historical horse racing software.
- Review racing and wagering facilities for compliance prior to opening and at regular intervals thereafter and prepare reports related to same.
- Support the development and implementation of operational procedures to ensure compliance with state gaming laws, state regulations, and KHRGC policies.
- Assist in the drafting of gaming-related regulations.
- Collaborate with internal teams and external stakeholders to facilitate effective oversight of wagering activities.
- Maintain accurate records and documentation related to compliance.
- Provide reports and updates to KHRGC leadership regarding compliance efforts, complaints, and operational trends.
- Serve as a resource for regulatory guidance, ensuring stakeholders understand and adhere to established gaming regulations and requirements.
- Support the Gaming Division Directors in executing KHRGC's regulatory duties and operational responsibilities.
- Requires sitting at a computer for long periods.
- May require periodic travel, with occasional overtime and/or alternate schedules as needed.
- Other duties as assigned.

KNOWLEDGE/SKILLS/EXPERIENCE:

- Bachelor's degree required. 5-7 years of experience in compliance, customer service, regulatory oversight, equine industry, wagering operations or related field preferred.
- Understanding and experience in gaming compliance, including pari-mutuel and sports wagering operations preferred.
- Excellent organizational and time management skills.
- Strong interpersonal and communication skills, both written and verbal, with the ability to provide effective customer service to internal teams and external stakeholders.
- Demonstrated ability to convey information clearly and professionally.
- Ability to work both independently and collaboratively, demonstrating teamwork, adaptability, confidentiality, and initiative.
- Ability to handle multiple tasks in a fast-paced environment.

COMPENSATION:

Compensation will be based on experience. KHRGC employees participate in the Kentucky Employees Retirement System, and are eligible to participate in the Kentucky health, life, and deferred compensation programs.