



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
PHONE: (505) 869-7584 FAX: (505) 869-7579
EMAIL: poiemployment@isletapueblo.com

VACANCY ANNOUNCEMENT

POSTING NO: 191017-26

OPENING DATE: 03/10/2026

CLOSING DATE: 03/24/2026

POSITION:	Licensing Manager	POSTED: IN/OUT
PAY GRADE:	E7 (\$31.83/hr.-\$44.56/hr.)	
FLSA STATUS:	Exempt	
POSITION TYPE:	Full Time	
FUNDING SOURCE:	POI Funded	
DEPARTMENT:	Gaming & Regulatory	
REPORTS TO:	Executive Director, Gaming & Regulatory	
BACKGROUND LEVEL:	Public Trust	

JOB PURPOSE: Supervises and organizes all aspects of the licensing department and its staff. Ensuring all employee license and renewal applications as well as gaming vendor license applications are completed in accordance with requirements set forth by the Indian Gaming Regulatory Act (IGRA), Minimal Internal Control Standards (MICS), the New Mexico State Gaming Compact, POIGRA Regulations and rules of law for the Pueblo of Isleta Gaming Enterprise. Ensures that licensing operations are maintained, including training Licensing staff in daily operations of the Licensing Division.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Manages the scheduling and performance of all Licensing staff and the requirements of licensing employees and vendors according to IGRA, State of New Mexico Gaming Compact and POIGRA Regulation requirements.
- Ensures application and required information submission by vendors. Reviews and processes employee and vendor license applications; ensures accuracy and completeness of all data.
- Reconciles all vendor processing fees, licensing fees, and fines; issues receipts for deposit.

- Oversees on-site background checks and history interviews with each Gaming Enterprise applicant in a timely manner to determine if applicant meets all requirements and suitability to obtain a POIGRA license, including vendors when necessary to assist Vendor Licensing Administrator. Includes but not limited to local, state, and federal court records; driving records, credit reports, and other required information.
- Reviews license verification forms as requested by other agencies.
- Interviews applicants with questionable background information.
- Oversees background checks on all officers of gaming vendors as well as technicians who will be working on the premises; issues badges to eligible vendor technicians.
- Reviews applicant and vendor background investigation data; makes recommendations for the suitability of licensing vendors and employees to the Executive Director.
- Manages the processing of all paperwork related to licensing; maintains new hire, terminated, employee renewal and drug testing records in compliance with IGRA, New Mexico State Gaming Compact and POIGRA.
- Ensures all paperwork relating to personnel actions (transfers, promotions, demotions, etc.), employee disciplinary actions, and other information relating to employees; updates licensee files as necessary.
- Reviews and evaluates licensing data for various purposes, includes invoicing, quarterly reports, statistics, etc.; provides information to Executive Assistant on a monthly basis to ensure proper accounting.
- Verifies and reports deposits for submission to the Treasurer's Office to account for fees and fines collected by POIGRA.
- Provides Notary Public services to employees and public.
- Manage and maintains an extensive filing system of confidential information, including registration and licensing; employee new hire, terminations, and drug testing records; ensures compliance with proper retention requirements.
- Researches and implements cost saving procedures for the licensing department.
- Develops and presents a quarterly licensing report of all activity to the Executive Director.
- Oversees work assignments and additional work activities of Licensing staff.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Supervises licensing staff; provides coaching, counseling, training and feedback to employees; assigns, reviews, and delegates work and job responsibilities to designated staff.
- Assists in hiring, evaluating, disciplining, and developing staff.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Bachelor's Degree in Law Enforcement or closely related.
- Five years of experience in law enforcement, casino, security or other regulatory enforcement agency.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass background check for position.

- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of traditional form of government and Pueblo customs and traditions.
- Knowledge of the functions and structure of the Pueblo of Isleta.
- Knowledge of federal, state, and Indian gaming regulations.
- Knowledge of business English, proper spelling, grammar, and punctuation, and basic arithmetic.
- Knowledge of records management and basic accounting procedures.
- Skill in operating business computers and office machines.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to listen to the concerns of applicants and employees and provide feedback on sensitive, confidential issues.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to work independently with minimal supervision.
- Ability to work extended hours, weekends, holidays and various shifts as scheduled.
- Ability to define problems, collect data, establish facts and draw valid conclusions.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in a typical interior/office or casino environment.
- Exposure to second hand smoke may occur.
- Noise level is usually moderate.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.