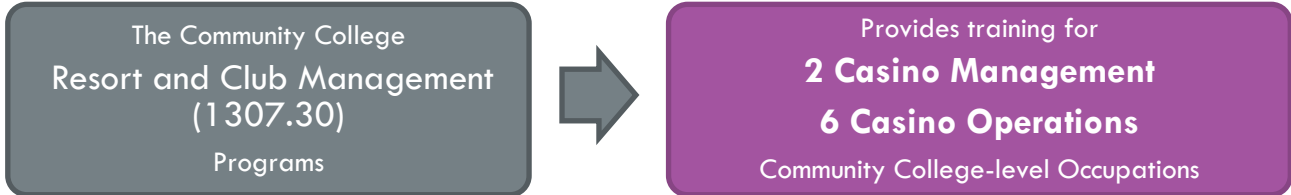


Casino Management

Inland Empire/Desert Region (Riverside and San Bernardino counties)

This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

Summary



Over the next five years (2020-2025), casino employment is projected to



The Inland Empire/Desert Centers of Excellence

 **Recommends**

Casino Mangement Occupational Training
to meet the need for more workers in the region

The Inland Empire/Desert Centers of Excellence

 **Cautiously Recommends**

Casino Operations Occupational Training
due to the low wages for this classificaiton of workers

Introduction

This report provides labor market occupational demand and wage research and postsecondary program outcomes related to casino management and operations. The California Community College's resort and club management (TOP 1307.30) program provides the closest match to casino employment training:

Resort and club management programs prepare students through instruction related to the preparation to plan, manage, and market comprehensive vacation facilities, golf courses, time-share resorts, and the like (Taxonomy of Programs, 2012).

The knowledge, skills, and abilities trained by resort and club management programs lead to eight distinct occupations, collectively referred to as the casino occupational group. These occupations are further separated into casino management and casino operations occupations to illuminate the differences in employment demand, earnings, and skills requirements.

The casino management occupational group contains two occupations that supervise and manage casino operations. The occupations included in the casino occupational group are:

- Gambling Managers (SOC 11-9071)
- First-Line Supervisors of Gambling Services Workers (39-1013)

The casino operations occupational group contains six occupations that facilitate the gaming and gambling functions. The occupations included in the casino operations occupational group include:

- Gambling Surveillance Officers and Gambling Investigators (33-9031)
- Gambling Dealers (39-3011)
- Gambling and Sports Book Writers and Runners (39-3012)
- Gambling Change Persons and Booth Cashiers (41-2012)
- Gambling Cage Workers (43-3041)
- Coin, Vending, and Amusement Machine Services and Repairers (49-9091)

Job Counts and Projections

In 2020, there were 4,956 total casino jobs in the region. The casino occupational group is projected to grow by 5%, with 713 annual job openings expected annually. Employment for the casino management occupational group is projected to increase by 6% through 2025; 130 job openings are projected annually. The casino operations occupations are expected to have 584 annual job openings, increasing employment by 4% over the next five years. Exhibit 1 displays the job counts, five-year projected job growth, job openings, and the share of incumbent workers aged 55 years and greater in the region.

Exhibit 1: Five-year projections for the casino occupational group, 2020-2025

Occupation	2020 Jobs	2025 Jobs	5-Yr % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
First-Line Supervisors of Gambling Services Workers	719	743	3%	462	92	23%
Gambling Managers	381	423	11%	186	37	24%
Casino Management Total	1,100	1,166	6%	648	130	23%
Gambling Dealers	2,310	2,408	4%	1,804	361	21%
Gambling Cage Workers	562	588	5%	332	66	27%
Gambling Change Persons and Booth Cashiers	371	386	4%	359	72	22%
Coin, Vending, and Amusement Machine Servicers and Repairers	326	336	3%	210	42	28%
Gambling Surveillance Officers and Gambling Investigators	164	171	4%	116	23	31%
Gambling and Sports Book Writers and Runners	124	125	1%	97	19	23%
Casino Operations Total	3,856	4,014	4%	2,919	584	23%
Total	4,965	5,180	5%	3,567	713	23%

Source: Emsi 2022.1

Regional Casino Job Advertisements

A search of the COE's business inventory and additional research identified 16 casino establishments in the region. Exhibit 2 displays regional casinos by the number of job advertisements (ads) posted for the casino occupations identified in this report. Casinos establishments posted 5,177 total job ads over the last twelve months. Most job ads were for workers not engaged in gambling management or operations; examples include bartenders, waiters and waitresses, and dining room and cafeteria attendants. Yaamava' Resort & Casino at San Manuel posted the most job ads over the last twelve months, accounting for 62% of regional casino job ads.

Exhibit 2: Regional casino employers posting job ads last 12 months (April 2021 to March 2022)

Employers	Total Job Ads	Casino Occupational Job Ads	% of Casino Employer jobs for Casino Occupational Group
Yaamava' Resort & Casino at San Manuel	3,214	85	3%
Pechanga Resort Casino	581	24	4%
Morongu Casino Resort & Spa	495	42	8%
Fantasy Springs Resort Casino	355	25	7%
Soboba Casino Resort	150	7	5%
Spotlight 29 Casino	167	7	4%
Cahuilla Casino	95	5	5%
Agua Caliente Casino Resort Spa	80	4	5%
Tortoise Rock Casino	29	5	17%
Havasu Landing Casino	4	1	25%
Lake Elsinore Resort & Casino	4	1	25%
Augustine Casino	3	0	0%
Bluewater Resort and Casino	0	0	-
Econo Lodge Elsinore Casino	0	0	-
Dad's Poker & Casino Night	0	0	-
Indian Bingo Palace & Casino	0	0	-
Total	5,177	207	4%

Source: COE Business Inventory, Burning Glass – Labor Insights

Exhibit 3 shows the number of job ads posted during the last 12 months and the regional average time filling each occupation. Over the past 12 months, there were 207 total job ads posted for the casino occupational group in the region. On average, regional employers fill online job advertisements for the casino management occupational group in 45 days and fill online job ads for the casino operations occupational group in 50 days.

Exhibit 3: Job ads and time to fill

Occupation	Job Ads	Regional Average Time to Fill (Days)
First-Line Supervisors of Gambling Services Workers	120	45
Gambling Managers	2	76
Casino Management Occupational Group	122	45
Gambling Dealers	47	54
Gambling Cage Workers	28	45
Gambling Surveillance Officers and Gambling Investigators	9	46
Gambling and Sports Book Writers and Runners	1	-
Gambling Change Persons and Booth Cashiers	0	-
Coin, Vending, and Amusement Machine Servicers and Repairers	0	-
Casino Operation Occupational Group	85	50
Total	207	47

Source: Burning Glass – Labor Insights

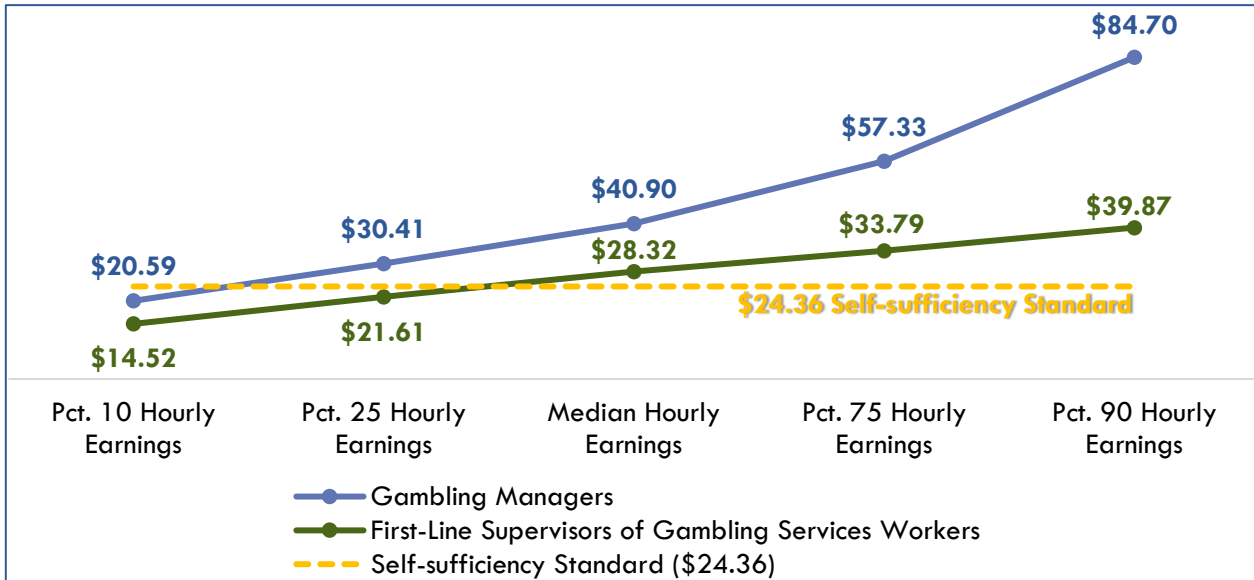
Due to the low number of job advertisements posted for casino occupations in the region, the job advertisement information displayed below is aggregated to the casino management occupational group and casino operations occupational group levels.

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is \$24.36 per hour or \$51,452 annually in Riverside County; \$23.73 per hour or \$50,119 annually in San Bernardino County (Pearce, 2021). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

Exhibit 4 displays the hourly earnings for the casino management occupational group. The median hourly earnings for the casino management occupational group surpass the regional self-sufficiency standard, indicating that at least half of these workers earn a self-sustainable wage.

Exhibit 4: Hourly earnings by percentile for the casino management occupational group

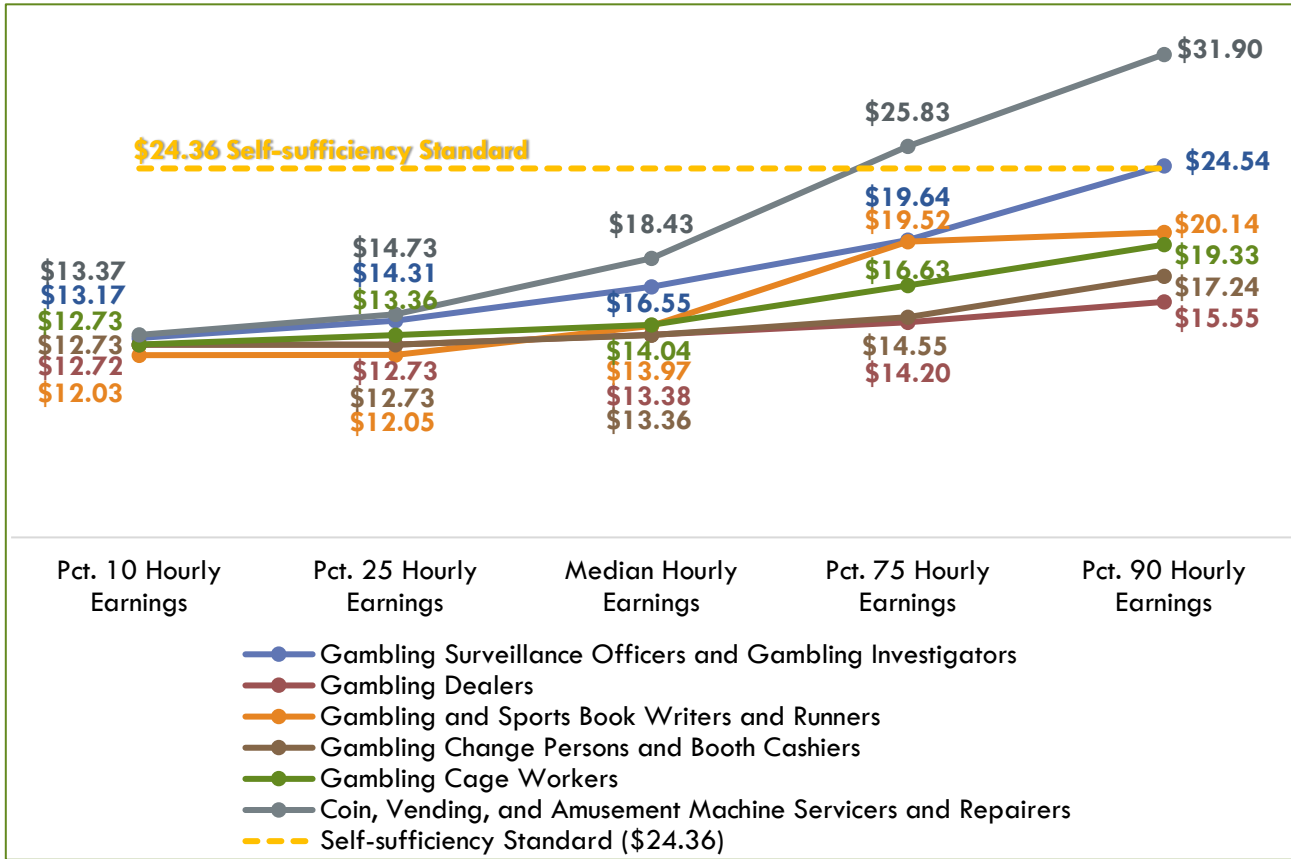


Source: Emsi 2022.1

Benefits information, typically provided by the occupational guides developed by the California Labor Market Information Division, is not available for the casino management occupational group (Detailed Occupational Guides, 2022).

Exhibit 5 displays the hourly earnings for the casino operations occupational group. The hourly earnings for the casino operations occupational group fall below the regional self-sufficiency standard, except for two occupations at the 90th percentile; Coin, Vending, and Amusement Machine Services and Repairers and Gambling Surveillance Officers and Gambling Investigators. This classification of workers.

Exhibit 5: Hourly earnings by percentile for the casino operations occupational group



Source: Emsi 2022.1

Benefits information, typically provided by the occupational guides developed by the California Labor Market Information Division, is not available for the majority of the casino operations occupational group. Benefits for gambling dealers vary by employer but typically include medical, dental, vision, life insurance, vacation, sick leave, and retirement plans (Detailed Occupational Guides, 2022).

Advertised Salary from Online Job Ads

Exhibit 6 displays online job ad salary data for the casino occupational group over the last 12 months. Online job ad salary information reveals that employers are willing to pay the casino management occupational group \$49,000 annually and the casino operations occupational group \$39,000 annually, below the region's \$51,452 annual (\$24.36 hourly) self-sufficiency standard. Consider the salary information with caution since only 14% (29 out of 207) of online job ads for these occupations provided salary information. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 6: Advertised salary information

Occupational Group	Number of job ads	Real-Time Salary Information				Average Annual Salary
		Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Casino Management Occupational Group	15	20%	33%	40%	7%	\$49,000
Casino Operation Occupational Group	14	72%	7%	14%	7%	\$39,000

Source: Burning Glass – Labor Insights

Employers, Skills, Education, and Work Experience

Exhibit 7 displays the employers that posted the most job ads during the last 12 months. Showing employer names provides some insight into where students may find employment after completing a program. Yaamava Resort and Casino at San Manuel posted the most job ads for the casino management occupational group, accounting for nearly 51% of total regional ads. Pechanga Resort Casino posted the most job advertisements for the casino operations occupational group, accounting for approximately 24% of the casino operations occupational group ads.

Exhibit 7: Employers posting the most job ads for the casino occupational group

Occupational Group	Top Employers
Casino Management Occupational Group (n=122)	<ul style="list-style-type: none"> Yaamava' Resort and Casino at San Manuel Morongo Casino Resort and Spa Fantasy Springs Resort and Casino
Casino Operation Occupational Group (n=85)	<ul style="list-style-type: none"> Pechanga Resort Casino Fantasy Springs Resort Casino Yaamava' Resort and Casino at San Manuel Morongo Casino Resort and Spa

Source: Burning Glass – Labor Insights

Exhibit 8 lists a sample of specialized and employability skills employers seek when looking for workers to fill positions in the casino occupational group. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as “soft skills.” The skills requested in job ads may be utilized to guide curriculum development.

Exhibit 8: Sample of in-demand skills from employer job ads

Occupational Group	Specialized skills	Employability skills
Casino Management Occupational Group (n=116)	<ul style="list-style-type: none"> Supervisory Skills Employee Training Scheduling Staff Management 	<ul style="list-style-type: none"> Planning Communication Skills Physical Abilities Organizational Skills
Casino Operation Occupational Group (n=76)	<ul style="list-style-type: none"> Currency Exchange Guest Services Data Entry Cash Handling 	<ul style="list-style-type: none"> Communication Skills Physical Abilities Typing English

Source: Burning Glass – Labor Insights

Exhibit 9 displays a disaggregated sample of specialized and employability skills employers seek when looking for workers to fill positions in the casino occupational group in California. To ensure the reliability of the skills data presented, the job advertisement search for Exhibit 9 was expanded to include all ads posted for the casino occupational group throughout the state. There were too few job ads posted for gambling and sportsbook writers and runners, gambling change persons and booth cashiers, gambling managers, and coin, vending, and amusement machine servicers and repairers to provide reliable skills information.

Exhibit 9: Sample of in-demand skills from employer job ads

Occupation	Specialized skills	Employability skills
Casino Management Occupational Group		
First-Line Supervisors of Gambling Services Workers (n=482)	<ul style="list-style-type: none"> Guest Services Scheduling Performance Appraisals Budgeting 	<ul style="list-style-type: none"> Planning Communication Skills Physical Abilities Organizational Skills
Gambling Managers (n=5)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Casino Operations Occupational Group		
Gambling Dealers (n=245)	<ul style="list-style-type: none"> Customer Services Basic Mathematics Currency Exchange Scheduling 	<ul style="list-style-type: none"> Manual Dexterity Communication Skills Physical Abilities English
Gambling Cage Workers (n=204)	<ul style="list-style-type: none"> Cash Handling Guest Services Calculation Data Entry 	<ul style="list-style-type: none"> Typing Physical Abilities English Communication Skills

Occupation	Specialized skills	Employability skills
Gambling Surveillance Officers and Gambling Investigators (n=107)	<ul style="list-style-type: none"> Asset Protection Cleaning Calculation Scheduling 	<ul style="list-style-type: none"> Writing Communication Skills Computer Literacy Detail-Oriented
Gambling and Sports Book Writers and Runners (n=25)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Gambling Change Persons and Booth Cashiers (n=6)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Coin, Vending, and Amusement Machine Servicers and Repairers (n=1)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

Source: Burning Glass – Labor Insights

Exhibit 10 displays the minimum advertised education requirements for the casino occupational group. Most employer advertisements for the casino occupational group sought candidates with a high school diploma or vocational training.

Exhibit 10: Typical entry-level education, educational attainment, and minimum advertised education requirements

Occupational Group	Real-Time Minimum Advertised Education Requirement			
	Number of Job Ads	High school or vocational training	Associate degree	Bachelor's degree or higher
Casino Management Occupational Group	112	77%	-	23%
Casino Operation Occupational Group	73	100%	-	-

Source: Emsi 2022.1, Burning Glass – Labor Insights

Exhibit 11 displays the real-time work experience requirements from employer job ads. The majority (53%) of casino management occupational group ads sought candidates with three to five years of previous work experience. The majority (75%) of employers posting advertisements for the casino operations occupational group sought candidates with zero to two years of prior work experience.

Exhibit 11: Work experience required and real-time work experience requirements

Occupational Group	Real-Time Work Experience			
	Number of job ads	0 – 2 years	3 – 5 years	6+ years
Casino Management Occupational Group	91	32%	53%	15%
Casino Operation Occupational Group	48	75%	25%	-

Source: Burning Glass – Labor Insights

Certifications

Job ads reveal that employers strongly desire candidates with a casino gaming license, appearing in 74% of job ads for the casino occupational group. Each Tribal governments’ gaming commission issues casino gaming licenses. Casino gaming licenses may be granted to individuals who pass a full background investigation and interview with a Licensing Representative (Morongo Gaming Agency, 2022). Exhibit 12 displays the certifications most frequently requested by employers in job advertisements.

Exhibit 12: Certifications most frequently required by employers

Occupational Group	Certification
Casino Management Occupational Group (n=96)	<ul style="list-style-type: none"> Casino Gaming License – 91 job ads Driver’s License – 34 job ads
Casino Operation Occupational Group (n=66)	<ul style="list-style-type: none"> Casino Gaming License – 66 job ads

Source: Burning Glass – Labor Insights

Student Completions and Programs Outcomes

Exhibit 13 displays student completions for resort and club management (TOP 1307.30) programs over the last three academic years (2018-21). College of the Desert issued one associate degree in its resort and club management program (locally titled: Golf Management) in the 2018-19 academic year. This program is likely not related to casino management training. Program completion and student outcome methodologies are found in the appendix.

Exhibit 13: 2018-21, Annual average community college awards for resort and club management programs in the region

TOP 1307.30 – Resort and Club Management (Local Program Title)	Academic Year 2018-19	Academic Year 2019-20	Academic Year 2020-21	Total CC Annual Average Awards, Academic Years 2018-21
College of the Desert (Golf Management)				0
Associate Degree	1	0	0	0
Total	1	0	0	0

Source: MIS Data Mart, COE Program Inventory

While California program outcome data may provide a helpful insight into the likelihood of success for the proposed program, this information is not available for the resort and club management program. Non-community college institutions in the region do not currently offer resort and club management programs.

Summary of Findings

The resort and club management (TOP 1307.30) program provides the knowledge, skills, and abilities that prepare students for employment in eight casino community college-level occupations in two classifications: casino management and casino operations.

Casino management group occupations are expected to have 130 combined annual job openings each year over the next five years. Earnings for casino management occupations surpass the regional self-sufficiency standard at the median, 50th percentile. This indicates that at least half of these workers earn a self-sustainable wage.

The six combined occupations in the casino operations group are expected to have 584 annual job openings. The hourly earnings for casino operations fall short of the region's self-sustainability standard in all percentile categories, except two occupations at the 90th percentile. The top ten percent of gambling surveillance officers and gambling investigators and coin, vending, and amusement machine servicers and repairers earn wages that exceed \$24.36 per hour in the region. This indicates that most workers in these casino operations may not achieve self-sustainable earnings in the region, even with training and experience.

There are no known casino management training programs in the region. College of the Desert's resort and club management program (locally titled: Golf Management) issued one award in the 2018-19 academic year. This program is likely not related to casino management training.

The Center of Excellence recommends creating training programs to meet regional demand for casino management occupations. There appears to be a demand for more casino management workers, and this classification of jobs offers a median self-sustainable wage. Colleges considering this program should note that this classification of workers may require years of on-the-job experience to transition to a management role. These occupations typically require less than five years of work experience, and most employers, from online job ads, are seeking candidates with three or more years of work experience.

The Center of Excellence cautiously recommends training programs that lead to casino operations occupations. While there is demand for these workers, the hourly earnings for casino operations fall short of the region's self-sustainability standard in all percentile categories, except for two occupations at the 90th percentile. This indicates that most workers in these occupations may not achieve self-sustainable earnings in the region even with years of experience and training.

Colleges considering casino management programs should have a strong partnership with relevant employers, documenting their demand for workers and the skills needed for students to achieve self-sustainable earning shortly after entering employment.

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Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for casino occupations

Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment

Management Occupations

Gambling Managers (11-9071)

Plan, direct, or coordinate gambling operations in a casino. May formulate house rules.

Sample job titles: Bingo Manager, Casino Manager, Casino Shift Manager, Gaming Director, Gaming Manager, Slot Manager, Slot Operations Director, Table Games Manager, Table Games Shift Manager

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 38%

First-Line Supervisors of Gambling Services Workers (39-1013)

Directly supervise and coordinate activities of workers in assigned gambling areas. May circulate among tables, observe operations, and ensure that stations and games are covered for each shift. May verify and pay off jackpots. May reset slot machines after payoffs and make repairs or adjustments to slot machines or recommend removal of slot machines for repair. May plan and organize activities and services for guests in hotels/casinos.

Sample job titles: Casino Manager, Casino Shift Manager (CSM), Casino Supervisor, Floor Supervisor, Gaming Floor Supervisor, Pit Boss, Pit Supervisor, Slot Shift Supervisor, Slot Supervisor, Table Games Supervisor

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 39%

Operations Occupations

Gambling Surveillance Officers and Gambling Investigators (33-9031)

Observe gambling operation for irregular activities such as cheating or theft by either employees or patrons. Investigate potential threats to gambling assets such as money, chips, and gambling equipment. Act as oversight and security agent for management and customers.

Sample job titles: Casino Enforcement Agent, Gaming Investigator, Security Officer, Surveillance Agent, Surveillance Investigator, Surveillance Monitor, Surveillance Observer, Surveillance Officer, Surveillance Operator, Surveillance Technician

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Between one and twelve months on-the-job training

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 41%

Gambling Dealers (39-3011)

Operate table games. Stand or sit behind table and operate games of chance by dispensing the appropriate number of cards or blocks to players, or operating other gambling equipment. Distribute winnings or collect players' money or chips. May compare the house's hand against players' hands.

Sample job titles: Black Jack Dealer, Blackjack Dealer, Card Dealer, Casino Dealer, Dealer, Dual Rate Dealer, Games Dealer, Poker Dealer, Table Games Dealer, Twenty-One Dealer

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 38%

Gambling and Sports Book Writers and Runners (39-3012)

Post information enabling patrons to wager on various races and sporting events. Assist in the operation of games such as keno and bingo. May operate random number-generating equipment and announce the numbers for patrons. Receive, verify, and record patrons' wagers. Scan and process winning tickets presented by patrons and pay out winnings for those wagers.

Sample job titles: Bingo Clerk, Casino Attendant, Casino Floor Runner, Casino Runner, Floor Runner, Keno Attendant, Keno Writer, Race and Sports Book Writer, Racebook Writer

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 38%

Gambling Change Persons and Booth Cashiers (41-2012)

Exchange coins, tokens, and chips for patrons' money. May issue payoffs and obtain customer's signature on receipt. May operate a booth in the slot machine area and furnish change persons with money bank at the start of the shift, or count and audit money in drawers.

Sample job titles: Booth Cashier, Cage Cashier, Cashier, Casino Banker, Casino Cashier, Change Person, Slot Attendant, Slot Floor Person, Slot Technician, Vault Cashier

Entry-Level Educational Requirement: No formal education credential

Training Requirement: Less than one month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 32%

Gambling Cage Workers (43-3041)

In a gambling establishment, conduct financial transactions for patrons. Accept patron's credit application and verify credit references to provide check-cashing authorization or to establish house credit accounts. May reconcile daily summaries of transactions to balance books. May sell gambling chips, tokens, or tickets to patrons, or to other workers for resale to patrons. May convert gambling chips, tokens, or tickets to currency upon patron's request. May use a cash register or computer to record transaction.

Sample job titles: Cage Cashier, Casino Cage Cashier, Casino Cashier, Gaming Cage Worker, Gaming Cashier, Mutuel Clerk

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 30%

Coin, Vending, and Amusement Machine Servicers and Repairers (49-9091)

Install, service, adjust, or repair coin, vending, or amusement machines including video games, juke boxes, pinball machines, or slot machines.

Sample job titles: Cooler Deliverer, Field Service Technician, Fountain Vending Mechanic, Full Service Vending Driver, Refurbish Technician, Service Technician, Slot Technician, Vending Mechanic, Vending Service Technician, Vending Technician

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 40%

Appendix: Methodology

Exhibit 13 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2018 and 2021 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and

certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations that might be present in a single year.

Job postings data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job postings often do not reveal employers' hiring intentions; it is unknown if employers plan to hire one or multiple workers from a single online job posting or collecting resumes for future hiring needs. A closed job posting may not be the result of a hired worker.

Table 1. 2020 to 2025 job growth, wages, entry-level education, training, and work experience required for the casino occupational group in the Inland Empire/Desert Region (Riverside and San Bernardino Counties combined)

Occupation (SOC)	2020 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
First-Line Supervisors of Gambling Services Workers (39-1013)	719	24	3%	92	\$14.52 to \$39.87	\$28.32	\$58,300	High school diploma or equivalent & None	Less than 5 years
Gambling Managers (11-9071)	381	42	11%	37	\$20.59 to \$84.70	\$40.90	\$93,300	High school diploma or equivalent & None	Less than 5 years
Management Total	1,100	66	6%	130	-	-	-	-	-
Gambling Dealers (39-3011)	2,310	98	4%	361	\$12.72 to \$15.55	\$13.38	\$29,900	High school diploma or equivalent & 1-12 months	None
Gambling Cage Workers (43-3041)	562	26	5%	66	\$12.73 to \$19.33	\$14.04	\$31,700	High school diploma or equivalent & 1-12 months	None
Gambling Change Persons and Booth Cashiers (41-2012)	371	15	4%	72	\$12.73 to \$17.24	\$13.36	\$29,400	No formal educational credential & 1-12 months	None
Coin, Vending, and Amusement Machine Servicers and Repairers (49-9091)	326	11	3%	42	\$13.37 to \$31.90	\$18.43	\$48,600	High school diploma or equivalent & 1-12 months	None
Gambling Surveillance Officers and Gambling Investigators (33-9031)	164	7	4%	23	\$13.17 to \$24.54	\$16.55	\$37,600	High school diploma or equivalent & 12 months	Less than 5 years
Gambling and Sports Book Writers and Runners (39-3012)	124	1	1%	19	\$12.03 to \$20.14	\$13.97	\$34,100	High school diploma or equivalent & 1-12 months	None
Operations Total	3,856	158	4%	584	-	-	-	-	-
Total	4,956	224	5%	713	-	-	-	-	-

Source: Emsi 2022.1