

Satellite Facility Supervisor
Knowledge, Skill, Ability, and Personal Characteristic Statements
Rating Results

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
K1	Knowledge of rules and regulations of the California Horsing Racing Board (CHRB) and the California Horse Racing Laws.
K3	Knowledge of pari-mutuel wagering systems.
K4	Knowledge of transmission and reception of data communications and audio/visual signals.
K5	Knowledge of methods and techniques of establishing and maintaining good public relations.
K6	Knowledge of principles of public administration, including personnel management and supervision.
K7	Knowledge of manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion and for maintaining a work environment that is free of discrimination and harassment.
K8	Knowledge of all computer operations such as Microsoft Office (Word, Excel spreadsheets, etc.) and Microsoft Outlook (e-mail).
K12	Knowledge of audio/video equipment usage.
K13	Knowledge of methods and practices of financial record keeping and reporting.
A1	Ability to communicate effectively at a level required for successful job performance.
A2	Ability to deal effectively to resolve complaints of the public.
A3	Ability to analyze pari-mutuel wagering situations accurately and apply to specific cases the provisions of the laws, rules or regulations.
A4	Ability to direct the work of others.
A5	Ability to speak effectively before groups.
	Ability to analyze situations accurately and take effective actions.
A7	Ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
A8	Ability to provide a monthly newsletter to share with the racing patrons with any information they may need or want to know.
A10	Ability to handle collecting money and verifying cash drawers.
A11	Ability to perform moderate mathematics and their application to perform calculations.

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
A12	Ability to apply basic accounting principles and procedures to work assignments to ensure assignments are completed.
A13	Ability to develop marketing techniques.
A14	Ability to plan for peak workload periods.
A15	Ability to interpret and apply provisions of labor agreements
PC1	Willingness to work long hours; various shifts; and Saturdays, Sundays, and holidays.
PC2	Being able to be patient with patrons in the building when they are upset and being able to let them express their frustrations until they have calmed down.
PC3	Willingness to come up with new ideas to help keep patrons interested in visiting the Satellite Facility.