

GAMING CAREERS

GATEWAY TO THE MIDDLE CLASS



TABLE OF CONTENTS



2	Executive Summary
4	Creating Jobs & Opportunities
7	Equipping Workers with Skills for a 21 st Century Economy
10	Providing a Gateway to the Middle Class
12	The Bottom Line
13	Endnotes



Gaming is more than just a source of entertainment for millions of people. It is an economic powerhouse that improves communities and strengthens lives. Get to Know Gaming (G2KG) is a multiyear, integrated public affairs campaign led by the American Gaming Association that is rooted in authoritative research and promotes the value of gaming nationwide. Visit www.gettoknowgaming.org

The American Gaming Association (AGA) is the premier national trade group representing the \$240 billion U.S. casino industry, which supports 1.7 million jobs in 40 states. AGA members include commercial and tribal casino operators, suppliers and other entities affiliated with the gaming industry. It is the mission of the AGA to be the single most effective champion of the industry, relentlessly protecting against harmful and often misinformed public policies, and paving the way for growth, innovation and reinvestment. Visit www.americangaming.org

EXECUTIVE SUMMARY



The casino gaming industry supports strong communities and robust economies in cities and towns across the United States – and offers millions of U.S. workers a gateway to the middle class. Gaming empowers its employees by fostering many of the critical skills needed to succeed in today’s highly competitive workplace. In fact, employees are routinely given opportunities to pursue ongoing education, move up the career ladder and build a better life for themselves and their families.

Gaming is a powerful economic engine that contributes \$240 billion to the nation’s economy and generates \$38 billion in tax revenues that pay for critical public services.¹ The industry also supports 1.7 million jobs and nearly \$74 billion in income for these workers and their families.² While most Americans are familiar with the traditional types of jobs held by the frontline employees who provide world-class service to tens of millions of customers every year, the diversity of jobs gaming supports extends far beyond the casino floor. For the first time, a new report by Oxford Economics examines the quality, range and skills associated with the more than 200 types of jobs at hundreds of casinos across 40 states.

The following pages explore:

- **Creating Jobs and Opportunities:** Gaming offers a vast array of career paths for a diverse segment of the U.S. workforce. After shedding jobs in the aftermath of the Great Recession, the industry is poised for growth in the years ahead. According to projections, the industry is on track to add more than 62,000 well-paying jobs over the next decade.³ Additionally, few industries employ as diverse a workforce as gaming. Forty-five percent of gaming’s workforce is comprised of minorities and nearly half (48%) are women – both higher than the national average.⁴
- **Promoting Educational Opportunities:** In addition to the industry’s many programs providing benefits such as tuition reimbursement and citizenship assistance, companies also encourage flexibility to allow employees to pursue ongoing education. An industry-wide commitment to employee development creates a culture of upward mobility while also providing the security and stability of well-paying jobs.
- **Building the Middle Class:** Gaming provides hundreds of thousands of high-quality jobs to workers from diverse backgrounds with wide-ranging levels of job experience and areas of expertise. With salaries comparable to – or above – the national average and organizations dedicated to growing employee talents and responsibilities, the gaming industry serves as a gateway to the middle class.

GAMING JOBS BY THE NUMBERS



\$240 BILLION

Total economic impact of gaming



1.7 MILLION

Number of jobs supported
by gaming



\$74 BILLION

Employee income of gaming
supported jobs



+ 62,000 JOBS

Gaming industry to add 62,000
jobs over the next decade



200+ UNIQUE CAREERS

Gaming provides more than 200
distinct career occupations





In addition to the 734,000 people directly employed by casinos, gaming equipment manufacturers and other industry suppliers, gaming supports nearly one million additional jobs through the ripple effect it has on other businesses.⁵ Much of this positive impact results from gaming employee spending in communities where they live and work.

Beyond this enormous contribution to the nation's economy and workforce, the gaming industry offers a wealth of career opportunities to workers from all backgrounds with a wide array of skill sets.

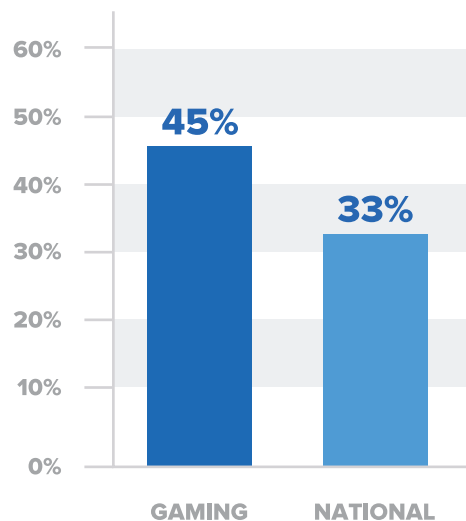
DIVERSE WORKFORCE

Gaming jobs enable workers with diverse backgrounds, ages and talents to succeed:

- Women make up nearly half (48%) of gaming's workforce – higher than the national average.⁶
- Forty-five percent of gaming's workforce is composed of minority employees – far more diverse than the U.S. average of 33 percent.⁷
- Twenty percent of gaming employees are Hispanic – five percentage points higher than the national average.⁸
- Gaming also employs more people with disabilities than the national average.⁹

MINORITIES POWER GAMING'S WORKFORCE

Percentage of Minorities in Workforce



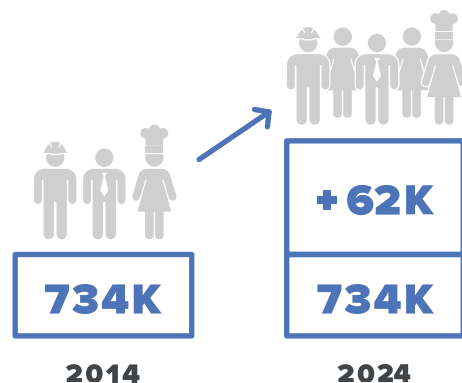
Gaming employs a disproportionately large number of millennials – a generation of workers that is otherwise struggling to find work. In fact, the unemployment rate among those aged 30 or younger in the U.S. is 23.3 percent,¹⁰ nearly three times higher than the national unemployment rate.¹¹ Gaming offers this younger demographic a path to fulfilling careers.



- More than one-third of the gaming workforce is younger than 30 years of age, compared to the national average of 25 percent.¹²
- Gaming employees are typically younger. Average age of a gaming employee is 39 years, compared to the national average of 42 years of age.¹³

GAMING JOBS' PROJECTED GROWTH

Moreover, gaming's workforce is strong – and growing. In addition to the current 734,000 gaming employees, the gaming industry will add more than 62,000 new jobs over the next decade, according to the Bureau of Labor Statistics. By comparison, the U.S. manufacturing sector shed 3.3 million jobs between 2002 and 2012.¹⁴



GAMING PROFILE

ANA GALESKI

ENGINEERING MANAGER

Ana is breaking barriers for women in technology – not in Silicon Valley, but in Las Vegas through the gaming industry. She leads a team of about twenty engineers at Gaming Laboratories International (GLI).

Before a game hits the casino floor, Ana and her team make sure it works according to the rules accompanying it. Using the latest technology, Ana leads the team that puts games and systems to the test to look for potential software glitches and ensures every game and system complies with the many regulations that protect customers and the integrity of the games.



“It is exciting knowing and seeing first hand that more women are becoming leaders. It’s really cool knowing that I’m a part of that.”

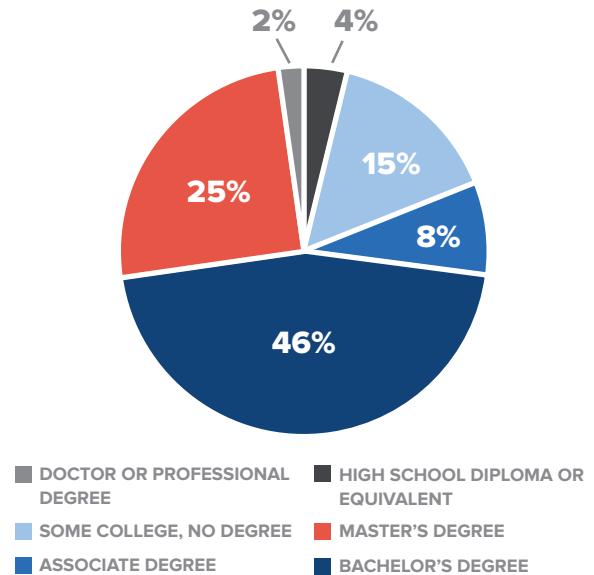
Ana was the only women engineer when she first started at GLI, and now there are women engineers leading teams in GLI’s labs around the world. She is encouraged to see the growth opportunities gaming offers in high-tech and the increasing number of women taking advantage of them.

**LEARN MORE
ABOUT THE
DIVERSITY
OF GAMING’S
WORKFORCE**

Visit www.FacesofGaming.org

HIGHLY EDUCATED GAMING COMPUTER AND INFORMATION SYSTEMS MANAGERS

A cornerstone of the casino gaming industry is protecting customers and maintaining the integrity of our games. Computer and information systems managers support the day-to-day technology required in the modern gaming industry. The professionals managing the systems that handle money transactions, video monitoring, player tracking and slot accounting are among the most highly paid and educated segment of the industry. Nearly eight-in-ten have at least a bachelor's degree and more than a quarter hold a master's degree or higher. As a result, they earn above average pay. Median salaries are \$90,000 per year – and top earners average \$152,600 per year.



CASHING IN ON EDUCATION

In the United States today, a majority of the workforce (63%) does not hold a college degree.¹⁵ The gaming industry offers a wealth of opportunities for this segment of the population, many of whom have a hard time securing and maintaining a well-paying job. Gaming workers also take advantage of their job benefits and work stability to further their education and professional growth.

In addition to on-the-job experience and training, many leading gaming companies support continuing education programs, offer flexibility to pursue education, and provide a path to upward mobility in the industry.

- More than 20 percent of gaming employees who remain in the industry continue to further their education and earn a degree.

Unlike many businesses which operate on a traditional 9-to-5 schedule, the 24-hour operating environment at many casino properties actually permits greater flexibility for certain employees, allowing them to pursue their degrees while keeping their well-paying jobs. On average, more than half of employees within the gaming industry have had some form of post-secondary education and training. More than half (approximately 60%) of gaming dealers have at least attended college and nearly a quarter have earned a degree.



More than 1-in-5 gaming employees who remain in the industry continue to further education and earn a degree

GAMING PROFILE

JAVON BETHLEY MARKS

SOFTWARE ENGINEER

Enter a casino and one sees many hard-working gaming employees. However, unseen are thousands of other equally hard-working employees behind the scenes who play important roles in enhancing the gaming experience and maintaining regulatory compliance. Javon Bethley Marks is one of these professionals.

Javon is a software engineer for Bally Technologies, one of the world's largest gaming equipment manufacturers and suppliers. Her role is one of 200 different careers in the gaming industry.



“I was able to further my career here at Bally after receiving that degree.”

Javon climbed the ranks through hard work and her employer's tuition reimbursement program – one of many benefits offered by gaming companies. As a result, Javon is the only one of her three siblings to graduate from college.

**LEARN MORE
ABOUT GAMING
EMPLOYEES
ADVANCING THEIR
EDUCATION**

Visit www.FacesofGaming.org

PROVIDING A GATEWAY TO THE MIDDLE CLASS

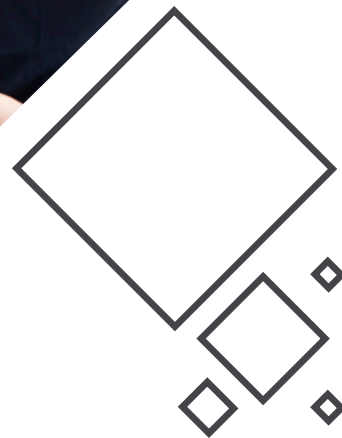


Gaming enables hundreds of thousands of U.S. workers, including those new to the country, to work their way into the middle class. The average salary in the commercial casino sector (including tips and benefits) totals more than \$43,000.

For many U.S. workers, gaming offers an opportunity to earn above the U.S. average annual salary.¹⁶ Middle-class gaming jobs include:

- Frontline casino employees, including cage workers and dealers, who make an average annual salary of more than \$47,000, including tips;¹⁷
- Casino management and administration professionals, who earn an average of almost \$54,000 annually; and
- Gaming equipment manufacturing workers, who earn an average annual salary of nearly \$75,000.

Gaming jobs equip workers for successful, enriching and exciting careers. They support hundreds of thousands of families nationwide and provide a path to the middle class.



GAMING PROFILE

BILL YOUNG

SENIOR VICE PRESIDENT, SECURITY & SURVEILLANCE

Bill Young is a former sheriff who spent decades working in law enforcement. Bill had always dreamed of a second career, so when he turned 50, he joined the gaming industry.

It was a natural fit. Bill had been working alongside the casino industry in Las Vegas his entire career. As sheriff, Bill partnered with casinos' security and surveillance teams to prevent illegal activity and track down offenders.

Now, Bill is in charge of security and surveillance at Station Casinos, a job that is key to protecting the industry and its customers.



“I never dreamed how good it could be, and I love my job because of that.”

Bill manages a sophisticated team of professionals that uses the latest technology to prevent crime and keep people safe, and his second career is more rewarding than he could have imagined.

**LEARN MORE
ABOUT GAMING'S
200+ UNIQUE
CAREERS**

Visit www.FacesofGaming.org

THE BOTTOM LINE



Behind the research, statistics and facts, stories of U.S. workers reveal the unmatched opportunity the gaming industry provides. In addition to the first-hand accounts from Ana, Javon and Bill, employees across the country whose jobs depend on gaming will be sharing their stories online at www.FacesofGaming.org.

“Get to Know Gaming,” is the American Gaming Association’s multiyear public affairs campaign, which aims to aggressively promote the value of the gaming industry, combat outdated stereotypes and pave the way for next generation gaming policies that encourage industry innovation and growth. With this report, the AGA seeks to build on its advocacy of policies that support jobs and provide opportunities for millions of workers who seek to join or remain in the middle class.

LEARN MORE

Visit www.FacesofGaming.org

ENDNOTES



¹ Oxford Economics.

² Ibid.

³ Bureau of Labor Statistics Employment Projections. Growth rates for commercial casinos (8.5% over 10 years), roughly half of industry employment, were applied to the industry as a whole.

⁴ “America Community Survey,” Census Bureau, 2012.

⁵ Oxford Economics.

⁶ “America Community Survey,” Census Bureau, 2012.

⁷ Ibid.

⁸ Ibid.

⁹ Ibid.

¹⁰ Ibid.

¹¹ Bureau of Labor Statistics, 2012.

¹² “America Community Survey,” Census Bureau, 2012.

¹³ Ibid.

¹⁴ Bureau of Labor Statistics.

¹⁵ Bureau of Labor Statistics, 2012 (over 25-year olds).

¹⁶ “National Average Wage Index,” Social Security Administration, 2012.

¹⁷ Tips are calculated based on a select sample of industry-supplied data.

METHODOLOGY AND DEFINITIONS



Oxford Economics’ analysis of gaming industry careers includes casino hotels and gaming industries as defined by the Bureau of Labor Statistics, “Occupational Employment Statistics” (<http://www.bls.gov/oes/tables.htm>. May 2013. NAICS codes 721120 and 713200). The analysis uses 2013 data and generally excludes tribal casinos.

For median wages and other percentile wage thresholds, Oxford calculated the weighted (by employment) average between the thresholds for casino hotels and for gambling industries. The average cost of gaming industry non-wage benefits was estimated using the Census Bureau’s detailed operating expenses tables – and the fringe benefits costs for Accommodation and was used for casino hotels (<https://www.census.gov/retail/>) and Amusement, Gambling, and Recreation Industries for gambling industries (<http://www.census.gov/services/index.html>), and total payroll costs for casino hotels were estimated using the Quarterly Census of Employment and Wages (<http://www.bls.gov/cew/>).

For projections, Oxford applied sector employment growth projections from the BLS Employment Projection program. Growth rates reflect 2012-2022 job growth.

Oxford created demographic profiles of educational attainment by calculating demographic statistics by occupation from the 2012 “American Community Survey” by the U.S. Census Bureau (<http://www.census.gov/acs/www/>) and combining those statistics with staffing patterns in each industry (different occupational classification schemes were merged using this BLS crosswalk: http://www.bls.gov/emp/ep_crosswalks.htm). Oxford also analyzed career progression using a proprietary dataset of individual resumes from CareerBuilder.com, which recorded up to three jobs per person. In order to be included in the sample of those who remained in the gaming industry, all of a respondent’s reported jobs were required to be with gaming, or gaming equipment manufacturing, firms. Economic Modeling Specialists (EMS), a CareerBuilder.com company, assisted with compiling and cleaning the resume database to remove extraneous outliers.

