

LOTTERY BUSINESS SUPPORT MANAGER**NATURE OF WORK:**

Under general direction, manages the Licensing Division of the West Virginia Lottery. Plans, organizes, coordinates and evaluates the work of the unit involving the receipt, auditing, analysis and processing of retailer licenses for traditional, limited video lottery, manufacturer, operator, racetrack/casino and occupational permit holders. Responsibility is held for the proper application of Lottery statutes, regulations, policies and procedures and Multi-State Lottery Association (MUSL) regulations in the licensing process; for the comprehensive review of all financial records submitted with initial and renewal license applications; for the coordination of the licensing process with other Lottery units including the Legal Division, Finance & Administration, Security Division and Racetrack/Table Games; for effectively advising the Lottery Director and other staff on resolving/addressing licensing problems; for overseeing the development and presentation of training on the license process for retailers and other licensees; for the preparation of regular and special reports on unit activities; for the effective resolution of licensing problems/issues; and for effectively representing the division and the Lottery with gaming industry officials, retailers, racetracks/casinos, manufacturers, operators, occupational permit holders, lottery officials in other states, legislators, players and the public. Has considerable latitude to interpret and apply statutes, regulations, policies and procedures regarding licensing and related issues. Decisions may impact the business performance and income of licensed retailers, racetracks and casinos. Responsibility is held for providing optimum service delivery which supports the revenue generating objective of Lottery products. Background and credit investigation and security clearance required for employment. Occasional statewide and national travel required. Performs related work as required.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Plans, organizes, coordinates and evaluates the work of the Licensing Division; supervises the daily work of professional and technical staff; directs staff work involving the receipt, analysis, auditing and processing of retailer applications for traditional, limited video lottery, racetrack and table games and for occupational permit holders at racetracks and casinos.

Assists the Lottery Director and other Lottery executive or managerial staff in negotiating and resolving problems related to lottery licenses, county and municipal zoning issues and occupational permit holders.

Assigns and reviews work product of professional, technical and clerical staff; oversees human resources-related issues including employee evaluation and advancement, staff training, recruitment and selection, employee orientation and discipline.

Oversees the development of unit policies, procedures, guidelines and forms to ensure an effective and consistent licensing process.

LOTTERY BUSINESS SUPPORT MANAGER (CONT'D)

ESSENTIAL JOB FUNCTIONS: (Cont'd)

- Interprets Lottery statutes, regulations and policies to unit staff, executive and management staff, gaming industry officials, retailers, players, occupational permit holders and the public.
- Evaluates the operation of the Licensing Division on a regular basis; oversees the development and implementation of new procedures and forms in order to meet the needs and expectations of licensing customers.
- Oversees the maintenance and security of licensing data and other records; prepares regular and special reports on unit activities and the status of licenses and occupational permits.
- Represents the Licensing Division and the Lottery with gaming industry officials, racetracks/casinos, manufacturers, operators, occupational permit holders, and local government officials, gaming officials in other states, players and the public.
- May testify at administrative appeal or civil court hearings on licensing or related appeals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Lottery statutes, regulations, policies and procedures related to licenses and occupational permits; knowledge of the licensing regulations of the Multi-State Lottery Association (MUSL).
- Knowledge of the principles and practices of management.
- Knowledge of the data systems and forms used in the Lottery licensing process.
- Ability to plan, organize, coordinate and evaluate the functions and activities of the unit.
- Ability to supervise the work of professional, technical and clerical employees.
- Ability to evaluate complex licensing problems and to devise and negotiate solutions.
- Ability to establish effective working relationships with and to effectively represent the Lottery with gaming industry officials, racetrack and casino personnel, state and local government officials, gaming officials in other states, players and the public.
- Ability to testify in administrative appeal and civil court hearings.
- Ability to communicate effectively, orally and in writing.

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LOTTERY BUSINESS SUPPORT MANAGER (CONT'D)

MINIMUM QUALIFICATIONS:

TRAINING: Bachelor's degree from a regionally accredited four-year college or university.

SUBSTITUTION: Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE: Six years of full-time or equivalent part-time paid experience in retail, business administration, licensing, gaming industry administration or related fields, including at least two years in a supervisory capacity.

SUBSTITUTION: Master's degree in business administration, accounting, economics, management, public administration or closely related field from a regionally accredited four-year college or university may substitute for the required non-supervisory experience.

Established: 4/16/09

Effective: 5/1/09