

9242

LOTTERY BUSINESS SUPPORT TECHNICIAN 3

Nature of Work

Under limited supervision, at the advanced level, performs either specialized licensing or lead work in support of the business processes of the West Virginia Lottery. Applies knowledge of complex lottery statutes, regulations, policies, work flow processes and data systems in the area of assignment. Frequent and sensitive contact is maintained with lottery field staff, lottery retailers, racetracks and casinos, occupational permit holders, gaming industry officials, and state officials as well as lottery officials in other states. Has considerable latitude to interpret and apply statutes, regulations, policies and procedures. Decisions may impact the business performance and income of licensed retailers, racetracks and casinos. Responsibility is held to provide optimum service delivery which supports the revenue generating objective of lottery products. Uses and maintains complex filing systems. Prepares regular and special reports on unit activities. Occasional statewide travel is required. Background and credit investigation and security clearance required for employment. Performs related work as required.

Distinguishing Characteristics

The Lottery Business Support Technician 3 will work in one of two advanced areas: 1) specialized licensing - will process retailer license applications for traditional, limited video lottery, racetrack and table games; or 2) lead worker - will oversee the work of the Installation Support Unit. At this level, the employee may review the work of subordinate technicians and unit staff, assist in developing unit policies and procedures for specialized area of assignment, including the development of standard operating procedures. Prepares or oversees the preparation of correspondence and reports for management and the Lottery Commission.

Examples of Work

Receives, assigns, coordinates and reviews the work of Lottery Business Support Technicians in the Limited Video Lottery Section, supporting video gaming machine installs, removals, moves, swap-outs, destruction and maintenance.

Receives, audits, analyzes and processes all types of retailer, operator, manufacturer, racetrack and casino lottery license applications and racetrack and casino occupational permit holders. Assists in the development of unit procedures and forms; assists supervisor in training staff on new procedures and forms; evaluates unit operations and makes recommendations to improve effectiveness and efficiency.

Coordinates the work of the Installations Support Unit to include VGM installs, moves, removal, swap-outs, destruction and maintenance.

Coordinates all facets of the licensing processes; oversees the processing of large-volume Renewals of lottery license applications throughout the year.

Coordinates the work of lottery field staff in conducting retailer site surveys, retailer compliance inspections and county and municipality zoning inspections.

Delegates and coordinates limited video lottery assignments to field staff.

LOTTERY BUSINESS SUPPORT TECHNICIAN 3 (CONT'D)

Examples of Work (Cont'd)

- Interprets and applies statutes and regulations to resolve all levels of technical and regulatory issues in area of assignment.
- Receives, secures and processes data sensitive Erasable, Programmable Read-Only (EPROM) Chips and gaming boards for video gaming machines.
- Sets up and maintains databases of statistical information on unit operations.
- Prepares or oversees preparation of regular and special reports on unit activities.
- Trains and mentors new employees.
- May assist manager in employee performance appraisals.
- May testify in administrative appeal and civil court hearings.

Knowledge, Skills and Abilities

- Knowledge of West Virginia Lottery laws, rules and regulations.
- Knowledge of the West Virginia Lottery retailer, operator, manufacturer, racetrack and casino license and racetrack and casino occupational permit procedures and forms.
- Knowledge of modern office procedures and equipment.
- Knowledge of computer technology and business applications such as word processing, spreadsheets and file maintenance.
- Knowledge of the technology and procedures related to video gaming machine installation, movement, removal, swap-outs, destruction and maintenance; receipt, security and processing of video gaming machine EPROM's and gaming boards.
- Ability to plan and organize the work of other employees and to coordinate the work of lottery field staff.
- Ability to analyze, audit and process all levels of lottery license applications; to resolve technical and regulatory issues related to retailer license or video gaming machine installation, transfer, removal or buy-outs.
- Ability to interact professionally and effectively with gaming industry officials, racetrack, casino, traditional and limited video lottery retailers, operators, manufacturers and corporate officers on lottery license applications and video gaming machine issues.
- Ability to use databases and spreadsheets to compile, manipulate and report data.
- Ability to communicate effectively, orally and in writing.

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LOTTERY BUSINESS SUPPORT TECHNICIAN 3 (CONT'D)

Minimum Qualifications

Training: Graduation from a standard four-year high school or the equivalent.

Experience: Five years of full-time or equivalent part-time paid licensing, retail, customer service or advanced administrative clerical experience involving regular contact with clients, customers or the public. Three years must have been specialized work experience in the specific area of assignment and/or comparable regulatory experience on a year for year basis.

Substitution: College hours, related business school or vocational training may substitute through an established formula for the required experience.

Areas of Assignment

Limited Video Lottery

Specialized Licensing

Established: 4/16/2009

Revised: 8/4/2016

Effective: 5/1/2009, 8/4/2016