

**LOTTERY BUSINESS SUPPORT TECHNICIAN 2****NATURE OF WORK:**

Under general supervision, performs technical and administrative support work in support of the business processes of the West Virginia Lottery. Applies knowledge of Lottery statutes, regulations, policies and data systems in the area of assignment. Frequent contact is required with gaming industry officials, lottery officials in other states, lottery retailers, players and state officials. Resolves all levels of technical and regulatory issues. 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, and occupational permit holders. 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. Assists in the training and orientation of new employees. Occasional statewide travel is required. Background and credit investigation and security clearance required for employment. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS:**

This is the full-performance level in the Lottery Business Support Technician class series. At this level, the employee receives, analyzes, audits and processes license applications, fees and sensitive information from traditional and limited video lottery retailers, race tracks and casinos, and occupational permit holders. Resolves all levels of technical and regulatory issues related to license applications. Assists in the training and orientation of new employees; assigns and reviews work of others. Coordinates field staff conduct of retailer site surveys, municipal and county zoning compliance and video gaming machine (VGM) maintenance, installation, removal, transfer, swap-outs and destruction and creates reports for management and the Lottery Commission in this regard. Maintains records of limited video lottery machine shipments to the state.

**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.)**

Coordinates field staff on conducting retailer site surveys, county and municipal zoning compliance inspections; coordinates video gaming machine installation, removal, transfer, swap-outs and destruction; tracks additional machines for all retailers, racetracks and casinos.

Receives, audits, analyzes and processes traditional and limited video lottery retailer applications, racetrack and casino applications, and occupational permit holder applications; enters required information in databases.

Recommends the acceptance or rejection of license applications in accordance with laws and regulations; interprets and applies Lottery rules and regulations as appropriate; processes licensing fees and enters into database.

**LOTTERY BUSINESS SUPPORT TECHNICIAN 2 (CONT'D)**

**ESSENTIAL JOB FUNCTIONS: (Cont'd)**

Assists retailers regarding corporate buyouts, location transfer and residency issues; researches and analyzes issues related to licensing and ownership for all levels and types of traditional and limited video lottery license.

Assists tracks, casinos, operators, and manufacturers in all licensing issues for corporate and occupational permit licensing.

Responds to retailer, operator and manufacturer inquiries related to traditional and limited video lottery; resolves issues with incomplete or incorrect forms.

Responds to tracks, casinos, operators, and manufacturer inquiries related to gaming, video lottery equipment, and occupational permit licensing.

Processes shipments of limited video lottery EPROM's (Erasable, Programmable Read-Only Memory Chips).

Maintains database for limited video lottery machine compliance, installations, swap-outs, machine maintenance, logic seal changes and removals.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of West Virginia Lottery laws, rules and regulations.

Knowledge of modern office procedures and equipment.

Knowledge of computer technology and business applications such as word processing, spreadsheets and file maintenance.

Ability to analyze, audit and process lottery license applications; ability to resolve technical and regulatory issues related to retailer license or video gaming machine installation, transfer, removal or buy-outs.

Ability to interact effectively with gaming industry officials, racetrack and casino personnel, retailers, occupational permit holders, and manufacturers on lottery license applications and video gaming machine issues.

Ability to use databases and spreadsheets to compile, manipulate and report data.

**MINIMUM QUALIFICATIONS:**

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

**EXPERIENCE:** Four years of full-time or equivalent part-time paid retail, customer service or clerical experience involving regular contact with clients, customers or the public.

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

Established: 4/16/09

Effective: 5/1/09