

## **LOTTERY BUSINESS SUPPORT TECHNICIAN 1**

### **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. Contact is required with gaming industry officials, lottery retailers, players and state officials. Resolves initial level of technical and regulatory issues. Has limited latitude to interpret and apply statutes, regulations, policies and procedures. Decisions may impact the business performance and income of licensed retailers and racetracks. Responsibility is held to provide optimum service delivery which supports the revenue generating objective of lottery products. Uses and maintains complex filing systems. Background and credit investigation and security clearance required for employment. Performs related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

This is the beginning level in the Lottery Business Support Technician class series. At this level, the employee receives, analyzes, audits and processes retailer licenses for traditional games and limited video lottery; receives, analyzes, and processes racetrack and table games occupational permits; maintains database for inventory of DX-Extremas, video gaming machine (VGM) compliance, swap-outs, repair, logic seal changes, removals and destructions; maintains limited video lottery files of retail establishments, machines, operators and manufacturers or related duties of similar complexity and difficulty. At this level, predominant tasks are basic and reoccurring in nature.

### **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.)**

- Receives, audits, analyzes and processes retailer applications for traditional games and limited video lottery; 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.
- Researches and analyzes issues related to licensing and ownership.
- Maintains limited video lottery database of DX-Extremas.
- Processes retailer site surveys, video gaming machine transfers, maintenance, swap-outs, reinstallations and removals; tracks additional machine installations for all retailers.
- Responds to retailer, player and operator inquiries related to limited video lottery games and machines; resolves issues with incomplete or incorrect forms.
- 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.

**LOTTERY BUSINESS SUPPORT TECHNICIAN 1 (CONT'D)**

**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 retailers, players and gaming industry officials on **all** 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:** Three years of full-time or equivalent part-time paid retail, customer service or clerical experience involving regular contact with clients, customers or the general 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