DEPARTMENT OF ADMINISTRATION
DIVISION OF GAMING
OFFICE OF CHARITABLE GAMING
POSITION: FINANCIAL SPECIALIST 1.0 FTE

POSITION SUMMARY

This position reports to the Director of the Office of Charitable Gaming and performs administrative assistance and program support for the Division of Gaming. This position is primarily responsible for processing payments from Charitable Organizations and responding to phone and email inquiries for the Division. This position also serves as the Open Records coordinator, office manager, fleet manager, and performs other administrative duties as requested.

The employee must have the ability to input computer data with a high attention to detail, possess excellent oral and written communication skills, and be able to perform a variety of program and administrative support. A working knowledge of Chapter 563 of the Wisconsin Statutes is required.

50% A. Independently collect, reconcile, audit and compile fiscal transactions associated with the payment of license fees, tax amounts and certification fees for the Charitable Gaming as required in Chapter 563.13, 563.22, 563.80 and 563.92 of the Wisconsin Statutes, involving complex reconciliation and audit within limited time constraints.

A1. Receive all payment amounts associated with the Charitable Gaming Program including Raffle license fees, Bingo license fees, Bingo amendment fees and Bingo tax fees. Interpret the payments based upon the rules published in the Wisconsin Statutes and Administrative Code found in Game 41 through 43.

A2. Review applications and checks received for proper information prior to fiscal entry. As needed, return applications and checks to the organization for the incomplete applications.

A3. Perform the data entry of the fees into the web-based Charitable Gaming Fiscal system. Enter and maintain the Cash Receipt log.

A4. Run the end of day Charitable fiscal report to ensure that each transaction was properly entered and coded.

A5. Investigate and resolve any conflicts in payments with the Office of Charitable Gaming and/or with the licensing person handling the application.

A6. Prepare and Process Refund of license and other fees into the Charitable Gaming Sys

30% B. Communication with the general public, department and organizations concerning charitable licensing requirements, the general conduct of gaming in Wisconsin and other inquiries that are received by the Division via phone and email.

B1 Act as first point of contact and information resource to members of the public, license holders, business representatives, other government agencies and Department staff who call or e-mail the Division.

B2 Manage the Division's general email inquiries inbox, monitor and respond to messages in a timely and professional manner, and route inquiries to appropriate staff as needed.

B3. Assist the public in navigating the Division's website and charitable online application management system in the following ways: how to apply for a new charitable license, how to renew an existing license, assist with issues regarding payment for a licenses, conducting a calendar raffles and the legality of proposed games of chance.

B4. Provide information to the public about contacting other state agencies and federal agencies regarding gambling, state and federal taxes, lottery, pull-tabs, and organizing to become a non-profit/not-for-profit organization.

B5. Advise the public regarding the qualifications which are necessary for an organization to hold a raffle or bingo in the state of Wisconsin.

B6. Maintain records of customer contacts for statistical purposes.

15% C. Perform complex administrative functions and support the administrator and Division of Gaming staff.

C1. Provide administrative support to the Administrator, Supervisors, and staff by independently responding to inquiries, reviewing, prioritizing, and managing projects.

C2. Serve as the Division's Open Records Coordinator, managing requests, gathering and reiewing information, and ensuring timely and accurate responses in compliance with regulations.

C3. Oversee fleet vehicle administration, including scheduling maintenance, tracking usage, and ensuring compliance with policies.

C4. Order and maintain inventory of office supplies and forms, ensuring timely replenishment and cost-effective purchasing.

C5. Perform general office support tasks, including scanning and filing, copying and collating, data entry, document preparation, and maintaining office

organization.

C6. Provide assistance prior to and on-site during Division of Gaming collaboration days

5% D. Other Duties as Assigned

D1. Attend staff and Division meetings as assigned.

D2. Serve on department-wide committees and teams dealing with issues affecting agency programs, as requested.

D3. Assist with the back-up to Budget and Policy Analyst (BPA) as requested.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of general accounting principles.
2. Ability to input data into computerized systems with high attention to detail.
3. Strong organizational, written and oral communication skills.
4. Skills in interpreting Wisconsin Statutes and administrative rules.
5. Organizational skills, including time management, prioritization, goal setting, and project management.

SAFETY RESPONSIBILITIES: Following all Division safety guidelines and standards to maintain safe working conditions; reporting to supervisor all incidents, accidents and near misses that resulted or could have resulted in personal injury or personal injury of a co-worker; wearing appropriate personal protective equipment in designated areas; offering safety and health suggestions to co-workers to reduce risk; and attending appropriate safety training sessions as directed.