

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

LOTTERY SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional supervisory positions. Positions are located within the Department of Revenue, Lottery Division, supervise lottery programs, and meet the definition of supervisor contained in s. 111.81(19), Wis. Stats. This classification specification is not intended to identify every duty, which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional supervisory positions located within the Department of Revenue, Lottery Division, and are Section Chiefs or Unit Supervisors that supervise lottery programs. Positions allocated to this classification are the Game Design Section Chief, Special Events and Player Activities Section Chief, TV Show and Drawings Section Chief, Validations Section Chief, Lottery Services Section Chief, Lottery Security Section Chief, Telemarketing Unit Supervisor, and Retailer Marketing Unit Supervisor.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in s. 111.81(19), Wis. Stats. as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located within the Department of Revenue, Lottery Division.
3. The position located within the Department of Revenue, Lottery Division, which supervises the Retailer Management Section and is more appropriately classified as Retailer Management Section Chief.

4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITION

LOTTERY SUPERVISOR

Lottery Supervisors function as Section Chiefs or Unit Supervisors responsible for a lottery program area(s). Job duties are: supervisory functions including hiring, training, firing, and disciplining subordinate employees; developing and/or recommending program policies and procedures; implementing program policies and procedures; managing section and program budgets and recommending budget changes; and acting as liaison with other department sections and/or other governmental agencies and/or retailers. Job duties may also include activities involving marketing, research, contracts, working with vendors, appeals and arbitrations, assisting with sales, assisting retailers, telemarketing, or security. Positions report to a Bureau Director, Deputy Division Administrator, or the Retailer Management Section Chief.

Representative Positions:

Game Design Section Chief: This position manages, monitors and administers the ticket printing contracts worth more than \$3.5 million; develops and administers marketing strategies for instant pull tab and on-line games; establishes and manages a market research program for instant and on-line games; develops short- and long-term program objectives; establishes work plans; develops proposals for new games and/or the introduction of technological concepts; directs the conducting of research to determine player demographics and interest regarding lottery sponsored games; and coordinates and conducts market research with player groups and lottery retailers.

Special Events and Player Activities Section Chief: This position develops and implements a special events program, winner awareness program, and player relations program for the Lottery Division; oversees the portion of the vendor's contract related to special events and winner awareness programs; develops and administers informational and educational programs about Lottery games and activities; determines the needs, defines goals and identifies communication issues relevant to the lottery; and oversees the development, editing and publishing of the Wisconsin Lottery's Annual Report for distribution to legislators, state officials, the news media, and the general public.

TV Show and Drawings Section Chief: This position administers the contract for the production and broadcast of the statewide television game show(s) and the nightly television drawings, and the contract with the independent certified public accounting firm which monitors the TV and the drawings; develops bids and requests for proposals for vendors to provide TV game show production and broadcast services; develops game rules and operational policies and procedures for use by vendors in producing the show; supervises the TV show; monitors vendor activities and performance; and develops, implements and oversees the on-line game drawings.

Validations Section Chief: This position develops, implements, and manages the statewide Validation function for all tickets redeemed by the Lottery; analyzes and resolves appeals of payment denials; acts as arbitrator between retailer and the public for payment disputes; responds to open records requests for information; develops, implements, and manages the following programs or functions: State Debtor, Administrative Check, IRS/DOR W-2G, Winner Annuity, Player Payment Education and Satisfaction, Bonus

Drawing Prize Payments, and W-2G tax reporting; Lottery Club; and check writing for Money Game and Home Player winners.

Lottery Services Section Chief: This position administers contract development and management; supervises staff in the provision of divisional support services, including reception, mail delivery, facilities management, fleet, and telephone services.

Lottery Security Section Chief: This position manages the lottery security operations including electronic security activities; conducts the most complex investigations for the Lottery; ensures the security and integrity of all Lottery games, products, systems, and facilities.

Retailer Marketing Unit Supervisor: This position manages a retailer marketing program, including designing, developing, and executing retailer sales program; directs the activities of the Lottery Retailer Marketing Specialists in the recruitment of retailers and the marketing of lottery products to over 4,000 retail agents throughout the state; develops and implements an overall sales enhancement plan; and develops and administers a retailer information and educational program.

Telemarketing Unit Supervisor: This position coordinates and directs telemarketing activities; develops and implements programs and strategies to assist retailers in increasing their sales for all lottery products; coordinates and directs ticket ordering and delivery activities; coordinates daily sales messaging with other Lottery staff who communicate to retailers; and writes weekly scripts to be provided by staff to retailers regarding sales, new games, marketing tools available, survey questions for retailers, and winner awareness.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective March 12, 2004 and announced in Bulletin CLR/SC-109 as a result of Phase Two of broadbanding to describe professional supervisory positions located within the Department of Revenue, Lottery Division, that supervise lottery programs.

These positions were formerly classified as Lottery Supervisor 1, 2 and 3 created effective April 11, 1999 as a result of the Professional Program Support Survey and announced in Bulletin CLR/SC-98 to describe professional supervisory positions located within the Department of Revenue, Lottery Division, which supervise lottery programs. These positions were formerly classified as Administrative Assistant 5-Supervisor, Revenue Supervisor 1, Revenue Supervisor 2, or Administrative Officer 2-Supervisor.

This classification specification was modified effective March 7, 2004 and announced in Bulletin OSER-0016-MRS-SC to add the Lottery Security Section position.

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