

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

LOTTERY REGIONAL COORDINATOR

POSITION CODE: 24504
Effective: 10-1-02

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises, plans, assigns, directs and trains Lottery Sales Representatives in promoting Lottery activities and acquiring new agents; is responsible for the administration and coordination of Lottery operations and programs within a designated region of the State, involving the marketing, sales and accountability of lottery tickets and lottery products; provides assistance and advisory services to sales outlets; investigates and resolves problems and complaints relating to discrepancies, accounts receivable and other accountability issues; regularly visits business organizations and regional field staff; monitors and analyzes sales records and expense accounts; conducts a variety of studies and marketing surveys; compiles and prepares a variety of reports pertaining to regional activities.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises, plans, assigns, directs and trains Lottery Sales Representatives in promoting Lottery activities and acquiring new agents to review regional and agency goals and objectives, enforce established rules, regulations and provide technical advice and direction; interviews and hires new employees; prepares and signs performance evaluations; approves time off requests; initiates disciplinary action and adjusts grievances.
2. On a continuing basis, travels to sales outlets and regularly travels with Lottery Field Service Representatives to study, assess and evaluate activities and operations to ensure conformity and adherence to established policies, procedures and standards; provides technical direction and advice pertaining to the implementation and application of pertinent laws, rules and regulations; confers with the Lottery Regional Manager in matters of a controversial or sensitive nature.
3. Acts for the Lottery Regional Manager in the coordination and administration of activities associated with the marketing, sales and accountability of lottery tickets within a designed geographical area of the State; identifies and recommends to Lottery Regional Manager, the need for new or additional training programs; participates in training programs as required.
4. Coordinates sales and distribution related problems; confers with participating agents through telephone and personal contact to resolve discrepancies; determines cause of problems and recommends or takes corrective action; responsible for coordinating the collection of accounts receivable and interacting with Lottery central on matters pertaining to credit and/or debits to sales agents' accounts.
5. Reviews accountability reports submitted by field staff; ensures field reports are properly completed and submitted in a timely manner; maintains records pertaining to lottery ticket sales within the assigned region; reviews and validates invoice and travel vouchers; verifies that invoice and travel vouchers conform with applicable state regulations.

LOTTERY REGIONAL COORDINATOR (Continued)

6. Conducts surveys and studies to determine lottery marketing trends, evaluates data, prepares reports of findings and submits to supervisor with recommendations; assists in compiling and preparing monthly statistical and informational Lottery reports.
7. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with courses in marketing, public relations or business administration.

Requires three years progressively responsible professional experience in marketing, sales or a promotional field.

Knowledges, Skills and Abilities

Requires extensive knowledge of sales and marketing principles, practices and techniques.

Requires extensive knowledge of methods and techniques of disseminating information in a clear, concise and effective manner.

Requires working knowledge of the State Lottery law, rules, regulations, agency policies and procedures.

Requires ability to coordinate and administer the activities of a staff engaged in a Lottery promotional and sales program in an assigned geographical area.

Requires ability to exercise discretion and sound judgment in making important work decisions.

Requires ability to communicate effectively with the public, business organizations, bank officials and others, either orally or in writing.

Requires skill and resourcefulness to successfully direct and monitor lottery promotional and sales programs and to evaluate their effectiveness.

Requires ability to independently undertake ongoing or special assignments and to prepare authoritative and valid reports from which to draw logical conclusions.

Requires ability to establish and maintain satisfactory working relationships with the public and agency personnel, exercise tact and diplomacy in resolving problem matters.

Requires ability and willingness to travel frequently and for extended periods of time, often keeping irregular hours.

Requires ability to interpret the State Lottery law, rules and regulations.

Requires possession of an appropriate valid driver's license.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.