

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Lottery Executive Vice President and Chief Operating Officer

Definition

Serves as the Iowa Lottery Authority's chief operating officer and is responsible for Lottery operations; serves as the senior executive next to the Chief Executive Officer (CEO); performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Directs the research, internal development, and production of new lottery products and initiatives.

Directs and coordinates efforts on major initiatives, including but not limited to procurement, contracting, and administration of the Lottery's online gaming system.

Initiates and implements policymaking decisions impacting both the day-to-day and long-range operations of all facets of the Lottery in support of its mission.

Coordinates day-to-day operations and keeps the CEO and senior staff informed of all major developments at the Lottery; informs staff about trends and developments in the industry.

Plans, develops, and establishes policies/objectives peculiar to a business organization operating on a governmental model in accordance with legislative oversight, Board directive, and Iowa Lottery Authority policies, procedures, rules, and statutes.

Oversees the development of internal policies/procedures for improving acceptance of lottery products by retailers and consumers; collaborates with the CEO, division vice presidents, and vendors in the selection, design, performance analysis, and review of lottery games, advertising, and support systems.

Participates as a working member of the nightly drawing security team responsible for responding to situations requiring lockdown and recovery activities in the event of computer system pre-draw imbalance and makes decisions regarding options available in the event of system failure.

Manages the operation of lottery buildings and facilities, including but not limited to leasing, repair, and maintenance of these structures.

Oversees and directs procurement and enforcement of Lottery contracts.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Sales and Marketing – Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in business administration, marketing, or a related field, and experience equal to six years of full-time work in a senior management capacity in the lottery gaming industry or in a recognized lottery administrative support area (e.g., law, finance, data processing, sales, or marketing).
- 2) All of the following (a and b):
 - a. Six years of full-time work experience in a senior management capacity in the lottery gaming industry or in a recognized lottery administrative support area (e.g., law, finance, data processing, sales, or marketing); and
 - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in business administration, marketing, or a related field equals one year of full-time experience.

Notes

This position requires a full background investigation at the outset, subject to periodic review for currency. Employment status is subject to satisfying any and all security requirements specified by the Iowa Lottery Authority.

This position is exempt from State of Iowa merit employment provisions and serves at the joint pleasure of the Lottery's Chief Executive Officer and the Iowa Lottery Authority Board.

Effective date: 05/18 SA