

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

LOTTERY SENIOR PROJECT DIRECTOR

DEFINITION

Serves as the Iowa Lottery Authority (ILA) program and project manager directing and coordinating program and project development. Coordinates internal and external administrative support of programs and projects assigned, and serves as the ILA's Board Secretary. Performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Serves as manager of the ILA's VIP Club program; directs and coordinates the implementation and interface of the VIP Club program with Marketing, Information Technology, Sales and Finance Divisions and MDI (program supplier) Account Manager, Project Manager, Fulfillment Staff, executives and Customer Service staff.

Develops and coordinates ILA game and promotion rules; approves VIP Club and Points for Prizes website content and testing; and recommends to senior management action with respect to policy changes pertaining to introduction and management of lottery games.

Collaborates with other program managers on organizational or financial management matters which affect ILA management; evaluates and resolves operational problems; prepares supporting justification for equipment, facilities, budget and staffing; and identifies evolving impediments to progress and recommends or takes corrective action to meet management objectives.

Monitors and analyzes daily, weekly and monthly fulfillment reports; identifies trends in the lottery industry; monitors risks and recommends program changes to senior management; and meets with program team members, vendors and lottery players to receive feedback and recommendations for improvements in operations.

Oversees the resolution of customer complaints and shipping and delivery problems with vendors.

Conducts research as directed by the CEO, using library and Internet resources, and prepares reports.

Serves as secretary to the Iowa Lottery Authority Board; attends Board meetings/hearings; records proceedings, takes notes and prepares minutes for approval by the CEO; prepares Lottery Board agendas, assembles necessary materials for inclusion in the agenda package and ensures they reach the Board in a timely manner.



Handles logistics for Board meetings, including arranging for meeting room, distributing written materials and securing necessary audio-visual/teleconference equipment; ensures that meetings comply with all provisions of the Open Meetings Law and distributes agendas to the media and other interested parties.

Attends various meetings and records minutes and/or prepares a written record of the proceedings; maintains the official ILA (Iowa Lottery Authority) records and certifies/authenticates copies of records, as required.

COMPETENCIES REQUIRED

Knowledge of ILA programs and the inter-relationships between the various program operations and customers served.

Knowledge of the agency's mission, organization, function, policies and communication channels.

Ability to coordinate the people and other resources required to accomplish established objectives without use of supervisory authority.

Ability to operate personal computers and use word processing, spreadsheet and database software applications.

Ability to communicate effectively in conveying information and concepts to individuals or groups, taking into account the audience and nature of the information.

Knowledge of source materials, guidelines, and methods which can be used to resolve complex problems not always covered by precedent.

Ability to identify emerging issues, including but not limited to knowledge of worldwide lottery industry issues and communicate them to internal and external staff, clients and customers.

Ability to represent the lottery at various agency/interagency committees.

Knowledge of the principles, theories, techniques and trends applicable to public administration including financial and other resource management, labor relations, objective and plan development, coordination, communication, evaluation, and public relations.

Knowledge of the organizational structure, functions, procedures, and applicable regulatory requirements for the organization served.

Knowledge of the social, environmental, legal, technological, and political factors impacting the programs, projects, and services delivered.

Knowledge of the Iowa General Assembly and U.S. Congressional legislative/governmental processes.

Ability to read and interpret complex federal and state laws, rules, regulations, and procedures in order to manage programs, projects or services and present solutions to problems.

Ability to solve complicated program or project administration and governmental services delivery problems requiring evaluation of complex information from a variety of sources with few precedents.

Displays high standards of ethical conduct. Refrains from dishonest behavior.



Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university with a Bachelor's degree in Business Administration, Marketing or a related field and five years of full-time professional level experience such as program administration, development, management or operations;

OR

an equivalent combination of experience and education substituting one year of the required full-time experience for each year (30 semester hours) of the required education to a maximum of four years.

SPECIAL REQUIREMENTS

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.

NOTE

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Iowa Lottery Authority.

Effective Date: 12/11 BR