
OKLAHOMA LOTTERY COMMISSION

Job Description

Administration Coordinator

Department/Division: Administration
Reports To: Director of Marketing & Administration
Date Adopted: 3/19/19

PART I: DESCRIPTION OF POSITION

Position Purpose: This position is assigned responsibilities for the validation, processing and payment of prize checks and acts as reception for the Oklahoma Lottery Commission.

Principal Activities: The principal activities include the following:

- Validates processes and pays prize checks, including preparing W-2G's, Federal & State Withholdings and mandated off-sets, as applicable, for prize claims presented at or mailed into the lottery headquarters.
- Secures prize payment materials including prize checks, authorized signature plates, W-2G forms, etc.
- Ensures that all claim forms and/or tickets received by the OLC are accounted for and either promptly paid or otherwise disposed of in accordance with approved claims procedures.
- Ensures that the resolution of claims for lottery retailers and players are in accordance with prize payment procedures and within established rules and regulations of the lottery.
- Interacts with top prizewinners to facilitate the claims process, press release information, website photos and maintains permanent records on winners.
- Processes installment payments to top prizewinners including review for child support, tax and unemployment arrearage, tax records data entry and preparation of all correspondence for mailing.
- Calculates tax, completes tax record entry and maintains original tax documents for individuals within a group sharing a prize.
- Coordinates all promotional drawings to include winner selection, notification, claim verification and prize fulfillment.
- Prepares routine correspondence to claimants regarding status of claims.
- Maintains claims integrity by utilizing lottery rules, policies and procedures during processing of both instant and on-line player claims from walk-in customers and mail-in sources.
- Assists players with claim related problems through personal or telephone contact or by mail.
- Maintains security of pending and in-progress claims by tracking all original documents and tickets from receipt to permanent storage both physically and through computer claim logs.

- Handles all lottery reception duties to include phone services, building access to visitors, deliveries, and all business inquiries.
- Performs other related duties as assigned.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Conflict of Interest: All Oklahoma Lottery Commission employees are prohibited from having a financial interest in any vendor doing business or proposing to do business with the Commission. They may not participate in any decision involving a retailer with whom they have a financial interest. If they leave employment with the Commission, they may not represent any vendor or lottery retailer before the Commission for a period of two (2) years following termination of employment with the Commission.

Background Investigation: Oklahoma Statutes require that a background investigation be conducted on each applicant who has reached the final selection process prior to employment by the Commission at the level of division director and above and at any level within any division of security and as otherwise required by the board of trustees of the Oklahoma Lottery Commission. The Commission shall pay for the actual cost of the investigations. The results of a background investigation shall not be considered a record open to the public pursuant to the Oklahoma Open Records Act. The Commission is prohibited from employing any person who has been convicted of any felony or a misdemeanor involving illegal gambling or involving moral turpitude, or any person who is awaiting sentencing on a plea of guilt or nolo contendere to such a felony or misdemeanor.

PART II: KNOWLEDGE AND BACKGROUND REQUIREMENTS

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May require that employee has a valid driver's license and personal auto insurance.

Preferred Education and/or Experience: Associate's degree or two years experience in technical clerical work.

Language Skills: Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers and employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, verbal or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Literacy: Proficiency in standard desktop applications and specialized analytical software. Knowledge of various types of hardware and communications/office equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, crawl, climb, or balance. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

Work Environment: The work environment of characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, or public/private vehicles, for example, use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The noise level in the work environment is usually quiet.