
OKLAHOMA LOTTERY COMMISSION

Job Description

SALES SUPPORT SPECIALIST

Department/Division: Sales
Reports To: Director of Sales and Operations
Date Adopted: 1/10/2019

PART I: DESCRIPTION OF POSITION

Position Purpose: This position is assigned responsibilities for providing, coordinating and monitoring administrative and logistical support for the Sales Department of the Oklahoma Lottery Commission.

Principal Activities: The principal activities include the following:

- Track sales: create and compile statistical data for distribution to Sales and other Oklahoma Lottery Commission departments as necessary for use in the management of marketing and sales functions by field staff personnel.
- Organize conferences and meetings as requested: prepare agendas; coordinate conference and/or meeting functions; and maintain and distribute meeting notes.
- Monitor the status of tasks, meetings, projects and agendas assigned to Sales personnel staff, as required by the Sales Manager and/or the Director of Sales and Operations.
- Develops and prepares regular Business Reviews and related Sales Action Plans to each of the assigned key accounts that address the various activities that will increase sales.
- Complete various detailed and confidential projects efficiently and effectively. Report results to the Sales Manager and /or the Director of Sales and Operations and other division staff, as needed.
- Establish and maintain a file system, critical team documents, shared calendars, and project sites, in addition to other miscellaneous administrative functions, for the Sales Department.
- May assist the Sales Coordinator(s), Sales Manager, and/or Director of Sales and Operations with special projects related to Oklahoma Lottery sales performance, goals, and progress.
- Prepares and submits reports that summarize sales activities results and other information relating to assigned tasks and projects.
- May assist in organizing and planning retailer and MSR training sessions, in addition to providing detailed information on the policies and procedures of the Oklahoma Lottery Commission.
- Assist in the analysis of territory alignment and optimization.
- Analyze Sales Department/Marketing Sales Representatives business operations to determine profitability and create a baseline for potential operational changes and/or actions.
- Data analysis and reporting, up to and including: sales data; sales progress reports; revenue expenses; and other sales related records and reports.
- May assist in securing and coordinating all paperwork necessary for obtaining key account retailer contracts, including required bond and contract renewals as necessary.

- Data entry and reporting, up to and including: tracking delivery of sales materials, POS, and other electronically traceable items.
- Act as communications hub for all relevant parties, including third-party data providers, and assist with reporting, logistics, and other operations issues within purview as and when necessary.
- May assist in providing training on Oklahoma Lottery Commission objectives to field sales staff by working with Marketing Sales Representatives and / or Sales Department personnel.
- May assist Sales Department personnel in implementing field/retail level initiatives as needed.
- Perform other 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. Some travel may be required. Qualifications may require that the employee have a valid driver's license and personal auto insurance.

Preferred Education and/or Experience: Minimum of three years' experience in a sales or sales support position requiring analysis and reporting of sales data.

BA/BS Degree in Business, Finance or Business Administration or related field, or equivalent experience required; experience working with or supporting a sales department is preferred.

Language Skills: Abilities required include knowledge of office methods and procedures. Ability to work effectively with others. Must be able to demonstrate a high degree of discretion and interpersonal skills in both verbal and written communications. Ability to read and comprehend instructions, correspondence and memorandums. Ability to present facts and opinion clearly both orally and in writing. Ability to effectively present information in one-on-one and small group situations.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to apply analytical methodologies, including computation of rate, ratio, cost reallocation and percent and to draw and interpret various types of graphs.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to draw concise, well supported recommendations based on detailed analysis of a given issue. Ability to apply common sense and understanding to carry out instructions furnished in written, oral or

diagram form. Ability to exercise sound judgment in analyzing situations and in selecting an effective course of action. Ability to organize and conduct several activities simultaneously.

Computer Literacy: Abilities required include knowledge of office methods and procedures. Proficiency in standard desktop applications and specialized analytical software with an emphasis on Excel and other MS Office. Knowledge of various types of hardware and communications/office equipment applications.

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 25 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 work area is adequately lighted, heated, and ventilated.