



IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Intern, Lottery Program Officer	
Position Number	Community	Division/Region
21-16945	Yellowknife	Sport, Recreation and Youth/HQ

PURPOSE OF THE POSITION

The Intern-Lottery Program Officer is responsible for ensuring the effective operation of the Western Canada Lottery Program (WCLP) distribution structure and retailer support services in the Northwest Territories and Nunavut to maximize revenues which are used to help improve the well-being of community residents and move towards a goal of healthy, sustainable communities.

SCOPE

The Intern – Lottery Program Officer reports to the Manager, Lottery Programs and is based in Yellowknife. The division plays a key role in assisting the territorial and community governments in achieving a goal of health, sustainable communities. It also contributes to creating a territory-wide base of youth and volunteers who contribute to positive lifestyles in their communities.

The incumbent assists in developing, championing, and maintaining warehouse and distribution operations for the successful day to day management of lottery tickets and services and for providing support for retailers in the Northwest Territories and Nunavut. The integrity and growth of the lottery system and revenues is important to ensuring funding is available for sport, recreation, and physical activity programs in the NWT. The incumbent is also responsible for these functions, under contract with the Government of Nunavut and the Western Canada Lottery Corporation, of the WCLP in that jurisdiction. The incumbent is responsible for assisting with the Department's role in supporting the broader mandate of the GNWT. The incumbent is responsible for assisting with WCLP compliance requirements with the Western Canada Lottery Act (WCLA) and the operations agreement with the Western Canada Lottery Corporation. The incumbent is responsible for assisting with the development and adherence to risk management process related WCLP retailer operations and responsible gaming.



The position is responsible for assisting with customer relations with retailers and is responsible for managing a ticket inventory of up to \$1,000,000.

RESPONSIBILITIES

1. Assist with Retailer Network Management to maximize sales and revenues for all Lottery products to support improved quality of programming and increase benefits to residents.

- Generate Retailer Lottery Orders for NWT/NU Lotteries over the telephone. This position conducts outbound calls to the NWT/NU lottery retailer network for tickets and supplies and manages incoming calls from retailers.
- Recommend inventory levels based on sales trends and adjust accordingly to ensure instant ticket inventory levels are within acceptable ranges. Monitor retailer's activated inventory to ensure and protect the integrity of the Lottery.
- Provide customer service through regular contact; encourage and motivate retailers to maximize sales and participate in various promotions.
- Advise Retailers of upcoming network activity, including promotions, new lottery games, Scratch 'n Win ticket releases and chargebacks.
- Maintain weekly and biweekly retailer call schedules, regularly reviews and updates contact and shipping information.
- Respond to retailers e-mail and telephone inquiries. Redirect calls as required.
- Follow up on inquiries regarding orders, quantity, and product errors, and missed deliveries. Receive and initiative emergency product and supplies orders.
- Update and modify call schedules when new Retailer applications are accepted or cancelled.
- Assist with the delivery of Lottery products to retailers
- Assist with in-store sales calls

2. Assist with the warehouse and distribution operations to ensure compliance of regulations of Western Canada Lottery Corporation (WCLC).

- Administer the effective distribution, tracking and security of WCLP products in coordination with the WCLC.
- Order and maintain the inventory of WCLC product and assets. Receive bulk ticket orders from WCLC.
- Fill Retailers scratch ticket and supply orders.
- Coordinate shipping for retailer orders.
- Conduct weekly scratch ticket inventories counts.
- Process ticket chargebacks and expired tickets from retailers.
- Maintain the security of tickets.
- Assist WCLC and RCMP with investigation of possible thefts.



- Provide support to lottery retailers related to WCLC compliance standards. Provide direction to retailers on policies and procedures required to be a WCLP retailer.
 - Provide quarterly chargeback notices to retailers and track the return of inventory to the warehouse.
 - Arrange shredding of expiring tickets and Point of Sale material (POS) returned from retailers, as per WCLC guidelines.
 - Monitor retailers and complete exception reports; provide re-training based on reports.
 - Receive complaint reports and work with retailers to resolve and prevent future occurrences.
 - Maintain and distribute updated list of available lottery tickets along with point-of-sale materials for retail locations.
 - Work closely with WCLC to update and maintain the Inventory Distribution Reports.
 - Assist in developing financial support and advice to support effective decision making related to WCLP operations.
 - Coordinate distribution of WCLC assets such as signs, fixtures, and tables.
 - Assist in the development and implementation of short and long-term financial planning and annual budgeting.
 - Assist in the financial reporting and audit process advice to non-government sport, recreation and physical activity organizations supported by WCLP funding.
- 3. Assist with delivering front line customer service to the public to maintain positive WCLP public appeal which supports increased lottery sales and improved quality of programming and increase benefits to residents.**
- Maintain prize claimant administrative procedures, provide customer service to lottery customers, assist winners with all paperwork and claiming of prize.
 - Maintain customer complaints procedures, addresses customer complaints.
 - Maintain the collection of prize winner information for use for WCLP promotional purposes under the regulations of the WCLC and related NWT / Nunavut privacy requirements.
 - Distribute prize cheques and assist WCLC with photos of large prize winners.
 - Maintain and updates Winners List for Lottery Authority Board review.
- 4. Assist with new retailer acquisition and retailer retention programs to maximize lottery revenue to support improved quality of programming and increase benefits to residents.**
- Assist in soliciting new retailers.
 - Assist interested parties with the new retailer application process.
 - Assist with the evaluation of new retailer applications.
 - Assist with coordination of new terminal installation as well as signs and fixtures.
 - Maintain Retailer agreements and records.



- Assist with Retailer non-sufficient-funds issues in coordination with WCLC and the Retailer.
- Assist with the preparation of sales and commission reports for retailers.

WORKING CONDITIONS

Physical Demands

The incumbent spends approximately 50% of the work period standing or walking. The incumbent is also responsible for shipping and receiving pallets two days a week, which involves lifting and carrying heavy items (up to 50lbs.). Work occurs in the warehouse and will vary in hours but up to 5 hours at a time and usually occurs up to 3-4 days a week.

Environmental Conditions

Majority consistent with standard working conditions in the NWT

Warehouse environment exposure to noise and occasional exhaust fumes when trucks are un/loading occurs 1 to 2 days a week.

Sensory Demands

No unusual sensory demands.

Mental Demands

Working with retailers and staff who have many other priorities to ensure compliance with lottery requirements and standards can be stressful. Dealing with non-compliance may occur and will require tact and patience. Maintaining a positive working relationship with retailers and WCLC staff is essential to maintaining the lottery delivery system. This is a fast-paced environment.

Occasional (15%) duty travel in and outside the NWT

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the northern retail environment.
- Knowledge of sales, marketing, promotions, and sustainability practices in a retail or business environment.
- Organize and manage multiple projects, competing deadlines and needs.
- Knowledge of communications theory and planning.
- Customer service skills.
- Communications skills (written, verbal and plain language).



- Interpersonal skills - demonstrating awareness of cultural and language differences to establish effective working relationships with retailers, co-workers, and promotional and community events partners.
- Analytical/problem-solving skills to identify issues and propose solutions.
- Computer skills including proficiency with Microsoft Office Suite and proprietary business information systems software. Preference will be given to those who have Adobe Indesign and Illustration skills.
- Helps create a positive work and team environment.
- Problem solving and decisions making.
- Think creatively.
- Makes contacts and shares information.
- Improves performance and adapts readily.
- Acts as a key team player and supports learning in others and self.
- Identifies and advocates for resource effectiveness.
- Ability to manage time, set priorities and make decisions.
- Active listener.
- Strategic thinker.
- Motivates others to take action.
- Ability to carry boxes up to 50 pounds repeatedly and to perform repetitive actions to scan tickets.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Degree in but not limited to business administration.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Class 5 driver's license.

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)



Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous language: Select language

☐ Required

☐ Preferred