

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: NEW POSITION EXISTING POSITION

Agency
Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Kansas Lottery		9. Position No. K0244195	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)	
3. Division Sales and Marketing			12. Proposed Class Title Responsible Gaming Manager	
4. Section ILottery	For Use	13. Allocation		
5. Unit		14. Effective Date		
6. Location (address where employee works)		By Personnel	15. By	Approved
City	County			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %		Office	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: AM/PM To: AM/PM			17. Audit Date: By: Date: By:	

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Craig Paschang	Deputy Executive Director	K0120655

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Craig Paschang	Deputy Executive Director	K0120655

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The Responsible Gaming Manager is responsible for developing, implementing, and overseeing responsible gaming initiatives within the organization. This role focuses on promoting safe and responsible gambling practices, mitigating the risks of problem gambling, and ensuring compliance with regulatory requirements related to responsible gaming. The Responsible Gaming Manager works collaboratively with various internal and external stakeholders to foster a culture of responsible gambling and to provide support and resources to individuals affected by gambling-related harm.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		<p>Policy Development: Develop, implement, and update responsible gaming policies, procedures, and guidelines in accordance with regulatory requirements and industry best practices.</p> <p>Training and Education: Design and deliver training programs to educate employees on responsible gaming principles, problem gambling awareness, and intervention techniques. Provide ongoing education and support to frontline staff to ensure they can effectively identify and assist individuals at risk of problem gambling.</p> <p>Player Support Services: Coordinate the provision of player support services, including helplines, self-exclusion programs, and referrals to counseling and treatment resources. Develop relationships with external service providers and community organizations to enhance support options for individuals affected by problem gambling.</p> <p>Responsible Gaming Tools and Features: Collaborate with product development teams to integrate responsible gaming tools and features into gaming platforms and products. This may include features such as voluntary deposit limits, time and spending limits, reality checks, and self-assessment quizzes.</p> <p>Monitoring and Reporting: Implement systems and processes to monitor player behavior and identify potential signs of problem gambling. Analyze data related to player activity, including betting patterns, frequency of play, and changes in behavior, to detect risk indicators and intervene as necessary. Prepare regular reports on responsible gaming metrics and trends for senior management. Evaluate the effectiveness of responsible gaming initiatives through ongoing assessment, and feedback mechanisms. Identify opportunities for improvement and innovation in responsible gaming strategies and practices based on evaluation findings and industry developments.</p> <p>Community Engagement: Engage with community stakeholders, including advocacy groups, government agencies, and public health organizations, to promote responsible gaming initiatives and support collaborative efforts to address problem gambling at the community level.</p> <p>Compliance and Regulatory Oversight: Ensure compliance with regulatory requirements related to responsible gaming, including the development and submission of responsible gaming reports and adherence to advertising and marketing standards. Stay informed about changes in gaming regulations and industry standards related to responsible gaming and incorporate updates into organizational practices and policies.</p>

-
22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
------	-------	-----------------

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with the public, other employees or state officials through phone, social media, email and in person. Contact is made to receive and give information, advise, clarify and resolve problems. Conducts public awareness activities and solicits audience participation. Employee must use communication skills.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Standard office environment. Some travel may be required.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Standard Office Equipment

PC and Printer and related software – daily

Telephone/Cell phone – daily

State Vehicle – occasionally

Lottery Terminal – occasionally

Lottery Website – daily

Lottery App – daily

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Required: High school diploma or equivalent and successfully demonstrated relevant work experience as deemed appropriate by agency.

Preferred: 4-year college degree with major course work in journalism, communications, public relations or a related field. Successfully demonstrated relevant work experience may be substituted for a college degree as deemed appropriate by agency.

Education or Training - special or professional

Licenses, certificates and registrations

Valid Kansas Driver's license upon hire and throughout employment.

Special knowledge, skills and abilities
Demonstrated excellent written and oral communication skills and strong news writing and editing skills.
Familiarity with AP style.
Demonstrated public speaking ability.
Demonstrated analytical and problem solving skills.
Demonstrated ability to effectively communicate and work with news media, diverse groups and individuals.
Excellent organizational skills and demonstrated ability to change priorities as mission dictates.
Demonstrated deadline- and detail-oriented.
Experience with Social Media Engagement and Brand Awareness Campaigns
Display in-depth knowledge and understanding of Social Media platforms, their respective participants (Facebook, Twitter, Yelp, Google+Local, YouTube, Instagram, Pinterest etc.) and how each platform can be deployed in different scenarios. Knowledgeable of upcoming and potentially useful social media tools.
Demonstrated winning Social Customer Service techniques and ability to identify potential negative or crisis situation and apply conflict resolution principles to mitigate issues.
Demonstrated skill with MS Word, Outlook, Excel, and Power Point, FTP sites, general internet search and research skills and ability to learn new software as required.
Valid Kansas Driver's License.

Experience - length in years and kind

Minimum of 3 years related experience.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- **Must pass a security background clearance prior to hire and is subject to periodic updates.**
 - **Subject to tax clearance upon hire and is subject to periodic updates.**
 - **Employees of the Kansas Lottery and designated family and household members are subject to the provisions of the Kansas Lottery Act, K.S.A. 74-8701 et seq., and the Kansas Expanded Lottery Act, K.S.A. 74-8733 et seq.**
 - **Must complete Form I-9 upon hire and update and/or re-verify as required.**
 - **By law, any person who holds or has held a license with the Kansas Racing and Gaming Commission may not be employed by the Kansas Lottery within five years after last holding such license.**
-

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or

Appointing Authority

Date