



Connecticut Lottery Corporation

Position Vacancy Announcement

(Open to the Public)

TITLE: Senior Director of Operations

SALARY: \$116,000 - \$186,000 annually

Located in Rocky Hill, the Connecticut Lottery Corporation (CLC) is a quasi-public agency of the state of Connecticut. With a team of nearly 140 employees, we partner with over 2,900 retailers to sell our products statewide. With a strong focus on responsible gambling, we have achieved over \$1 billion in sales and returned over \$370 million to the state's general fund last year alone.

Under the direction of the President and Chief Executive Officer, provides leadership, strategic direction and management of technical and operational activities consistent with the revenue-raising mission of the Connecticut Lottery Corporation. Has direct oversight of the Warehouse Operations, Purchasing, Vendor Compliance and Acceptance Testing, Retailer Services, and New Business Recruitment functions, including the gaming system. Responsible for maintaining and enhancing the internal organization processes to allow the Corporation to continue to grow and fulfill its mission. Assists in managing the daily operations of the Corporation. Participates and makes recommendations concerning policy formulation and corporate programs.

DUTIES AND RESPONSIBILITIES:

Advises President/CEO on operational and relevant technical matters. Assists the President/CEO in managing day-to-day operations of the Corporation. Assists, participates and makes recommendations in the review and formation of corporate policies, program priorities, and rules. Works closely with CEO and Security to ensure integrity in all operations and the gaming system.

Administers and oversees vendor compliance with significant Lottery contracts such as the gaming system, internal control system support, network communications, and in accordance with multi-state industry standards. Administers and recommends service levels and liquidated damages as necessary. Coordinates and ensures delivery of software/hardware upgrades for the gaming system.

Administers and oversees business operations. Directs operational activities for multiple departments including Warehouse Operations, Vendor Compliance and Acceptance Testing, New Business Recruitment and Retailer Services. Plans and develops strategic goals for each of the departments in support of the Corporation's mission. Monitors and evaluates operational efficiency and effectiveness. Develops and administers the operational budget for the departments. Determines appropriate staffing levels and directs the supervision and coordination of staff. Plans, prepares and implements departmental compliance with organizational initiatives including Disaster Recovery/Business Continuity plans, Multi-State Lottery standards and SAS70.

In close coordination with the Sales Department, directs New Business recruitment staff in all aspects of new business development for corporate and independent accounts and manages initiatives designed to increase retailer base and diversify trade styles.

Directs Vendor Compliance and Acceptance Testing Staff in the testing of changes to the Lottery terminal network including changes to retailer terminals, the vendor's transaction engine, the database recording sales and validating instant tickets, communications equipment and the Games Management System (GMS). Prioritizes change requests, determines testing strategy and timeline, coordinates testing with on-line vendor and regulatory agency. Responsible for gaming system release planning and coordination within Corporation.

Participates in the preparation and evaluation of Requests for Proposals (RFP) and Invitations to Bid (ITB). Plans, writes and implements internal operating procedures, policies and rules that are necessary to ensure effective operations, as well as system and data integrity. Maintains proper documentation and controls. Negotiates contracts with Lottery vendors. Prepares, reviews and approves software, hardware and firmware specifications. Reviews test plans, release notes and test results.

KNOWLEDGE, SKILLS AND EXPERIENCE:

Qualified candidates must possess the following combination of knowledge and experience: A Bachelor's Degree in Business Administration, Management Information Systems, or related field with a minimum of ten (10) years of experience in operations management involving use of enterprise systems. Strong knowledge and experience in data and process analysis, as well as project management are critical for the successful performance of this job.

Interested candidates must submit a CLC application, available at www.ctlottery.org, along with a cover letter and resume to:

Connecticut Lottery Corporation, Human Resources
777 Brook Street, Rocky Hill, CT 06067
Fax (860) 713-2670; or email Careers@ctlottery.org

The application process will remain open until the position is filled.

Offer of employment is subject to licensing.

The Connecticut Lottery Corporation is an equal opportunity/affirmative action employer and strongly encourages the applications of women, veterans, minorities and persons with disabilities.