

Role Statement



Position title:	Retail Sales Support Officer
Position number:	40001592
Salary and Level:	Level 3 PSCSAA 2022
Reports to:	Senior Manager Retail Sales (Level 7)
Direct reports:	None

The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision is to 'build a better Western Australia together.'

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

About the business unit

We exist to benefit our community by offering Western Australians an opportunity to dream safely and securely. We manage our local and national lotto games, our channels and service our customers by operating in a fast-paced collaborative environment that values creative problem solving, inclusiveness, authenticity, and adaptability. We put people before profit; we design for our customers; we believe our brand is bigger than us. We embrace uncertainty, we tackle things together and help each other grow.

Key focus areas of the position

Reporting to the Senior Manager Retail Sales, the Retail Sales Support Officer is responsible for providing customer services and administrative support to the Retail Sales team. The role has the following key areas of focus:

- Administration Support
- Query Management
- Excellent Customer Service
- Record Keeping and Data Management
- Reporting and Communications
- Travel and Event Planning

Key responsibilities

- Provides administration functions to support business development, sales and retailer engagement activities across the Lotteries business unit
- Responsible for data management, record keeping and preparation of communications, including reports and briefings for the Retail Sales team

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- Responsible for consolidating and actioning internal and external queries to ensure the needs of our Retail network are met in a timely manner and to a high standard
 - Contributes to the planning and organisation of local and regional retailer events
 - Provides administrative support to the Retail Sales team in daily calendar management and travel planning
 - Contributes to the development, review and implementation of processes and procedures to ensure the continuous improvement of services provided to internal and external customers and stakeholders.
 - Develops positive and effective relationships with relevant internal and external customers and stakeholders
 - Undertakes other duties as required
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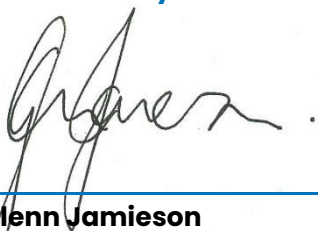
Mandatory / special role requirements

- Police Clearance

Essential selection criteria

1. Demonstrated experience in an administrative role providing high level customer service to a diverse network of internal and external customers and stakeholders
2. Demonstrated experience in data entry management, record keeping and the collation of information for reporting and briefing purposes
3. Demonstrated proficiency in Microsoft Office Suite including Outlook, Word, Excel and PowerPoint
4. Good interpersonal and communication skills with the ability to work collaboratively across teams to achieve business outcomes
5. Good organisational and time management skills with the ability to work under pressure and prioritise tasks efficiently

Authorised by:



Glenn Jamieson
A/General Manager Lotteries

Date: 24 May 2024