



Job Description

Classification: Lottery Ticket Sales Senior Specialist

Working Title: Lottery Ticket Sales Senior Specialist

Position Number: 358-726-9079-004

Division/Unit: Sales & Marketing/SIMC

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework: Yes

Job Description Summary

Under the general supervision of the Lottery Ticket Sales Supervisor, the Lottery Ticket Sales Senior Specialist serves as the expert staff resource responsible for the more sensitive and complex development and analysis of Scratchers ticket orders to meet the prescribed sales projection for an assigned group of retailers.

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45% (Essential) Manage Scratchers ticket inventory within an assigned territory or chain account group of retailer locations by reviewing and compiling complex sales data via a computer database, to determine the appropriate amount of Scratchers tickets and mix of games to be ordered daily that will ensure sufficient inventory to last until the next normal order day, usually weekly. Place orders at designated times and appropriately document orders by entering information into a computer terminal and verifying all computer entries to ensure orders are properly keyed. Analyze inventory to provide the correct variety and adequate Scratchers inventory to meet CSL sales goals. Analyze "shortage reports" and resolve in a manner which provides a variety and sufficient Scratchers inventory to meet California Lottery sales goals. Serve as the expert staff resource in a particular geographic region to research the overall performance in their region to ensure efficiency and accuracy. Make outbound retailer calls to gain retailer order acceptance, and motivate retailers to confirm and activate tickets. Responsibilities also include receiving inbound calls from retailers to assist with retailer sales issues. Keep retailers informed of pertinent information, such as new games, game features, sales promotional events, sales campaigns, and/or monies owed. Work on special projects and focus on chain accounts.

25% (Essential) Provide on-going consultation to supervisory and/or management staff related to the most sensitive and complex retailer sales analysis. Serve as lead for Lottery Ticket Sales Specialist staff, providing training, direction, and support, and ensure all orders within a particular district are accurate. Personally handle the more complex retailer orders and coordinate special retailer requests.

20% (Essential) Communicate and interface with District Sales Representative staff to resolve local and field problems such as tickets that are lost, stolen or miss-delivered; pack transfers; and/or change of ownership. Participate in the District Office Sales Meetings to coordinate with field staff in the development of strategies to maximize sales. Provide support to Lottery Security regarding various investigations. Conduct telephone surveys to obtain critical retailer feedback and follow-up on unconfirmed orders.



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10% (Marginal) Provide support to the Lottery’s Security Division on courier and/or retailer investigations; and provide consultation and presentations to Sales Division management.

Scope and Impact

- a. Consequence of Error: Loss of sales, incorrect inventory, and decrease in Lottery customer service ratings.
- b. Administrative Responsibility: None
- c. Supervision Exercised and Received: The Lottery Ticket Sales Senior Specialist receives general supervision from the Lottery Ticket Sales Supervisor. The Lottery Ticket Sales Senior Specialist does not supervise; however, the Lottery Ticket Sales Senior Specialist may serve as lead for Lottery Ticket Sales Specialist staff.
- d. Personal Contacts: The Lottery Ticket Sales Senior Specialist will have daily contact with retailers, District Sales Representatives, and staff from the District Office’s as well as the public and other Lottery staff in Headquarters.

Physical and Environmental Demands

Use of computer, phone, copier, and other standard office equipment during the workday. Most work may be performed seated or standing at an assigned workstation; occasional need to assist with transporting files, supplies, and other workplace equipment as needed. Majority of work conducted in modern, climate-controlled office setting.

Working Conditions and Requirements

- a. Schedule: Monday- Friday; 8am-5pm
- b. Travel: Minimal
- c. Other: Overtime may be necessary and will be rare. Any need will be clearly communicated.

Effective Date:

NOTE: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR’S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date



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EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without Reasonable Accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee Signature

Printed Name

Date



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Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all "Insert Text" or "Insert Text to describe the following" prompts.

Classification: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.).

Working Title: Enter the working title of the position if different from the legal class title.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Assigned Headquarters: Enter the physical work location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P, Examinations Analyst.

Job Description: This will consist of 'Essential (E)' duties and 'Marginal (M)' duties (if applicable). Essential duties must be identified in the duty statement directly after the percentage of duties (e.g., 25% (Essential Function) Supervise analytical staff to...) Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 100%.

- Essential Functions – these duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure the duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer's place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job bulletins).

- Marginal Functions – These are additional duties that are incidental or a minimum part of the job. Marginal duties must be identified in the duty statement directly after the percentage of duties (e.g., 5% (Marginal Function) Assist other unit staff with...) These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., other duties assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others'.)
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location)



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Working Conditions and Requirements: Describe the following:

- a. Schedule:
- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).