



Classification: Business Services Assistant (Specialist)

Working Title: Business Services Assistant (Specialist)

Position Number: 358-251-4707-XXX

Division/Unit: Operations Division/Mail & Reprographic Services

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the supervision of the Business Services Officer I (BSO I), the Business Services Assistant (BSA) (Specialist) is responsible for a variety of tasks related to reprographics and mail services provided for all California Lottery Divisions. The BSA (Specialist) provides administrative and technical support for the Lottery Mail & Reprographic Services Unit (MRSU).

Job Description

40% (Essential Function) – Operates the Lottery's printing/copier equipment and other equipment used for reprographic jobs (i.e., drill, binder, stapler, cutter, folder, etc.). Coordinates with customers on reprographic requests, provides advice on the best methods for reprographics requests, and communicates with customers through completion of the job. Maintains reprographics equipment, makes minor adjustments to machines as necessary and maintains a clean and safe reprographic environment. Serves as a contact for maintenance and repair service for all reprographic equipment and notifies vendors when repairs and/or maintenance outside of service agreements are needed. Reviews invoices for accuracy and maintains all records of vendor maintenance and repair(s). Coordinates with division Contract Manager to ensure all invoices are appropriately paid. Orders business cards for Lottery employees. Follows the Business Cards Requests process and submits business card orders to the Office of State Publishing. Provides customer communication throughout the process of the business card order and confirms when the order has been delivered to the employee. Keeps track of reprographic jobs and business card orders. Records the number of jobs and requests and provides the numbers to the BSO I monthly via email.

30% (Essential Function) – Provides administrative support such as monitors the MRSU inbox daily, maintains inventory for supplies (i.e., toner, film remover, fuser oil, padding compound, spiral bound, etc.) and communicates to the BSO I on orders, and submits reprographic numbers for monthly division reports (i.e. High Profile Brief). Responds to all emails in the MRSU inbox timely and with excellent customer service. Connects customers to the appropriate team member to assist with email requests/questions/concerns.

15% (Essential Function) – Provides additional support to the MRSU, which includes but is not limited to receiving, sorting and processing all incoming mail, assisting in the processing of mass mailing jobs, use of addressing and postage metering machines (ensure proper postage is applied to all outgoing mail).



10% (Marginal Function) – Writes and maintains MRSU policies, processes and procedures. Works with MRSU team members to document processes and procedures. Review existing processes and procedures for accuracy and updates as needed.

5% (Marginal Function) – Provides training to other MRSU staff as needed, provides back-up coverage to other areas, and maintains an organized work area/desk. Other job-related duties as required.

Scope and Impact

- a. Consequence of Error: Failure to use good judgment in handling the wide variety of materials accessed in this position could result in the release of confidential information to inappropriate persons, which may result in litigation filed against the individual and/ or the Lottery. Failure to complete and mail standard priority assignments may result in the cancellation and/ or postponement of Lottery Commission meetings or an RFP /IFB process initiated through the Contract/Procurement Office.
- b. Administrative Responsibility: BSA (Specialist) I is responsible for maintaining up-to-date knowledge on equipment used and Lottery processes. With handling the various duplication services for Lottery business, it is critical that the employee maintains the workflow without interruption. In addition, the BSA (Specialist) is responsible for adhering to the laws, rules, policies, and procedures pertaining to civil service employees in general, and specifically to employees of the California Lottery.
- c. Supervision Exercised and Received: The BSA (Specialist) receives general supervision from the Business Services Officer I. No supervision exercised.
- d. Personal Contacts: The BSA (Specialist) will have daily contact with all levels of Lottery staff in the course of performing assigned duties. In addition, contact will be made with outside vendors and/or suppliers.

Physical and Environmental Demands

The BSA (Specialist) duties require an individual to be highly organized, have good interpersonal communication skills, and a demonstrated ability to use good judgment. The nature of the position may require lifting paper products up to 50 pounds.

Working Conditions and Requirements

- a. Schedule: Core business hours are between 8:00 am – 5:00 pm.
- b. Travel:
- c. Other:

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.



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- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date

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