

Classification: Lottery Manager (Sales)

Working Title: Lottery Sales Manager

Position Number: 358-713-1828-001

Division/Unit: Sales Division

Assigned Headquarters: 7620 N Del Mar Ave Fresno, Ca. 93711

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the direction of the Chief of District Sales, the Lottery Sales Manager (LSM) provides supervision and coordination of all activities of the District Office in maximizing the sales of Lottery games within a geographical area through the efficient implementation of all Lottery marketing and merchandising programs. A LSM is assigned to one of the nine (9) District Offices within the state and provides leadership, training, and coaching to implement sales and marketing programs.

Job Description

40% (Essential) – Direct the operations of a District Office, including setting priorities and leading District Sales Supervisors, field sales representatives, and support staff assigned to the district including a warehouse operation and service to the public. Manage district administration to achieve effective district operations. Implementation of policies and procedures relative to the efficient performance of the district sales office.

20% (Essential) – Visit Lottery retailers on a regular basis to ensure that Lottery promotional materials are properly displayed to maximize sales and meet with mid-level corporate managers of Key Account locations within the region to discuss and resolve Lottery-related issues.

15% (Essential) – Monitor the volume of sales for assigned district, review statistical reports of district data and sales trends, and provide periodic status reports to Sales Division management. The LSM also develops plans and implements projects designed to increase retailer sales and profitability.

10% (Essential) – Select and train staff, prepare performance evaluation reports, identify training needs of staff, and take corrective action as necessary. Assist and advise Sales Division management on district sales operations opportunities and skills development.

5% (Marginal) – Provide backup support to Paying Claims at the District Office (PCDO) program.

5% (Marginal) – Respond to requests from radio, television, and print media. Plan and coordinate Lottery involvement in community events and special promotions.

5% (Marginal) – Perform other job-related duties as required.

Scope and Impact

- a. Consequence of Error: Failure to use good judgement in performing the duties of this position could result in sensitive and/or incorrect information being released or a delay of required reports to the Governor's Office or the Legislature. Also, consequences could result in litigation or public relations problems.
- b. Administrative Responsibility: The LSM 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. Responsible for policy implementation, influence, and decision-making and ensuring a prompt response to identified issues.

- c. Supervision Exercised and Received: Exercised: The LSM has direct supervision responsibility for assigned District Sales Supervisors and responsibility for all district sales and support staff. The LSM receives general direction from the Chief of District Sales.
- d. Personal Contacts: The LSM has regular contact with all levels throughout the Lottery as well as representatives of all levels of government, the public, and media.

Physical and Environmental Demands

This position is assigned to a district office. Also works in the field visiting retailers with subordinate sales staff.

In office setting: Use of computer, phone, copier, and other standard office equipment during the workday. Work can be performed seated or standing. Work in a district office is conducted in a public-facing office setting frequented by staff members, retailers, and other members of the public.

Field work: Must be able to travel by car and safely operate a vehicle. Work is conducted in outdoor weather conditions.

Working Conditions and Requirements

- a. Schedule: Monday- Friday (8am-5pm).
- b. Travel: Travel to other District Offices, Headquarters, and other locations as needed.
- c. Other: Work in an office setting or in the field

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

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.



Job Description

Employee Signature

Printed Name

Date

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). 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. 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)

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).

