



Job Description

Classification: Management Services Technician

Working Title: Human Resources Division Receptionist

Position Number: 358-231-5278-001

Division/Unit: Human Resources/Personnel Services Section

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the supervision of the Personnel Services Section Manager, the Management Services Technician performs technical and/or semiprofessional human resource tasks as well as other related work and serves as the Receptionist and Attendance Clerk for the Human Resources Division (HRD). This position provides support to the HR Liaison and assists with interview and recruitment coordination activities; provides clerical and technical office services support and assistance within the HRD.

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35% (Essential Function) Assists visitors at the HRD front counter by providing information, forms, and other materials as requested. Receives and screens incoming phone emails and phone calls from employees and the public on the HRD main phone line and directs calls as appropriate. Assists callers either by providing requested information or directing the call to the appropriate staff person for example, calls from claimants that should be directed to Finance, calls from players asking how a scratcher game is played or where to check a scratcher ticket should be directed to the Contact Center. Responds to general questions about the State's employment process and directs calls regarding status of applications and/or interviews to the appropriate analyst. Processes incoming mail; date stamp items, and route as appropriate. Processes outgoing and incoming mail and performs other mail-related duties such as preparing documents for mailing and taking them to the mailroom, as assigned. Collects all packages for HRD staff from the mailroom, except those related to reasonable accommodation or ergonomic evaluations, and delivers them to the recipient. Scans and emails subpoenas and Merit Issue Complaints to Personnel Services Section Manager, sends State Compensation Insurance Funds (SCIF)/State Fund invoice to Health Unit supervisor. Reviews all paper applications and attachments submitted through the mail or dropped off to ensure submission/postmark by the final filing date of the job posting. Scans and emails the application(s) to Classification and Pay (C&P) analyst. Maintains shared equipment such as multi-function copiers, date stamps, etc. and initiates maintenance or repair requests when needed. Maintains reception area and mailbox areas ensuring they are neat and orderly. Provide excellent customer service to all Lottery staff and all external customers.

25% (Essential Function) Maintains the HRD file room on a regular basis following retention schedule guidelines. Files documents in the Official Personnel Files (OPFs) and retrieves upon request. Ensures probation reports and performance evaluations submitted online to HRD are filed in the appropriate OPF. Schedules meetings with authorized Lottery employees and/or external representatives to review a current Lottery employee's OPF, ensures the OPF has been prepared to remove documents the reviewer is not



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authorized to view and monitors the reviewer during the file review process to ensure the OPF is not altered. Provides copies of documents from OPFs to authorized parties upon request. Files various HRD forms and documents in the appropriate file locations. Maintains the HRD Cubicle chart, assigns cubicles, orders and installs name plates when updates are needed.

25% (Essential Function) Assists HRD management with information requests and audits by locating documents and hiring packages, scanning documents to requesters, and sending requests for documents to managers. Conduct monthly review of HRD web pages on the California Lottery Information Center (CLIC) to ensure all links are active and accurate; reports malfunctioning links to the HRD Executive Support Analyst. Orders, delivers, organizes, labels, and maintains inventory of HRD supplies. Processes room reservations for The Good Life conference room.

10% (Essential Function) As the HRD Attendance Clerk, sends monthly timesheet reminders to all HRD staff; tracks time sheet completion; and files and retrieves timesheets upon request. Visits Accounting twice a day to ensure warrant release information is delivered and received; and acts as back-up to the HRD's Executive Support Analyst regarding invoice processing. Assists Transactions Unit by sending monthly Timesheet and Dock Cutoff reminders to Lottery managers. Assist the Transactions Unit by collecting, verifying, submitting, and tracking form I-9 completion and compliance, conduct the annual department wide "Our Promise" campaign and oversee HRD efforts that require tracking and/or documenting employee response. Notifies HRD management immediately in the event of employee complaints or disruptive behavior in the HRD reception area.

5% (Marginal Function) Updates HRD birthday lists as needed. Serve as the back up to the HR Liaison with coordinating interview preparations for HRD hiring managers; scheduling interviews and providing instructions to candidates; Serve as a backup to HR Liaison for HRD invoices, secures written internal approvals and forwards documentation of approvals to the HRD Executive Support Analyst. other job-related duties as assigned such as assisting HRD managers with various tasks as requested.

Scope and Impact

- a. Consequence of Error: Failure to use good judgment in performing the duties of this position and handling the sensitive and confidential information could result in this information being released to unauthorized persons. Failure to accurately maintain essential files such as OPFs could result in delays and/or errors in researching issues for employees.
- b. Administrative Responsibility: The Management Services Technician is responsible for adhering to the laws, rules, policies, and procedures pertaining to civil service employees in general and specifically to employees of the Lottery.
- c. Supervision Exercised and Received: The Management Services Technician reports directly to Manager Personnel Services but may receive direction from the Deputy Director of HRD, Assistant Deputy Director of HRD, and Personnel Officer. No supervision is exercised.
- d. Personal Contacts: The Management Services Technician will have daily contact with the Lottery Executive Management Team; Lottery management, supervisors, and staff; other State agency personnel; and the public.



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Physical and Environmental Demands

Daily access to and use of a personal computer, phone, copier, and other standard office equipment during the workday. Work in an office environment in a high-rise building; with artificial light and temperature control. Most of the work can be performed seated or standing at an assigned workstation; occasional need to assist with transporting files, supplies, and other workplace equipment as needed.

Working Conditions and Requirements

- a. Schedule: In office, Monday – Friday, 8am – 5pm
- b. Travel: Not applicable
- c. Other: Incumbent must possess excellent interpersonal skills, exercise good judgment, and is required to handle personally identifiable information (PII), sensitive, and confidential information with integrity and in accordance with Lottery information security policies. Ability to work effectively within a diverse work environment; ability to adapt quickly to changing priorities; exercise a high degree of initiative and independent judgment in regularly performing the most difficult assigned duties.

Effective Date: 06/08/2025

NOTE: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job and 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.

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)

Working Conditions and Requirements: Describe the following: