



Classification: Route Sales Representative

Working Title: Route Sales Representative

Position Number: 358-764-1791-011

Division/Unit: Sales Division / 764

Assigned Headquarters: Richmond District Office – Route Unit

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the general direction of the District Sales Supervisor, the Route Sales Representative is assigned to serve as a liaison to Lottery retail accounts. The Route Sales Representative is assigned a state van and conducts field visits with a predetermined portion of the assigned Lottery retailers each day to maintain direct contact with retailers and assume all functions associated with the sale of Lottery products.

Job Description

35% (Essential) - Provide service to each assigned retailer by monitoring Scratchers inventory trends, ordering, delivering, and loading of Scratchers tickets for each retailer's vending machine.

25% (Essential) - Collect and verify monies from sales of both Scratchers and Draw Games from retailer vending machines. Accurately record all monies counted and ensure appropriate credits/debits are given to each retailer.

10% (Essential) - Provide merchandising expertise and distribute Point-of-Sale (POS) material at Lottery retailer locations.

10% (Essential) - Maintain all equipment supplies and ensure that all Lottery equipment is kept orderly and clean.

10% (Essential) - Train store personnel on Lottery products, services, and processes. Analyze sales trends, marketing plans, and equipment placements to make recommendations to maximize sales.

5% (Marginal) - Maintain accurate records of retailer contact/scheduled visits, vehicle maintenance and mileage, and perform other job-related duties as required.

5% (Marginal) - Monitor retailers to ensure Scratchers tickets are sold in a secure manner in accordance with California State Lottery policies. Resolve problems with retailers or refer retailers to proper person/agency. Monitor and report sales.

Scope and Impact

- a. Consequence of Error: Failure to provide regular service to California Lottery retailers can result in loss of effectiveness of promotional merchandising (POS) material due to out-of-stock/out-of-date/poor condition brochures and posters, etc., which may also result in lost sales. Failure to provide adequate Scratchers product and maximize price point mixes will result in lost sales. Failure to interact in a courteous and professional manner with California Lottery retailers, may lose the continuing support of those retailers, establish poor public relations, and may result in retailer withdrawal, which would decrease the network and overall sales.
- b. Administrative Responsibility: Documentation of retailer activities is vital to demonstrate efforts to grow retailer sales volume. Other administrative activities to support state employee expectations.
- c. Supervision Exercised and Received: The Route Sales Representative receives general direction from and reports directly to the District Sales Supervisor or in his/her absence the Lottery Sales Manager. No supervision exercised.
- d. Personal Contacts: The Route Sales Representative will have daily contact with Lottery retailers and Lottery customers (the public) while making professional sales calls (field visits). The Route Sales Representative will have frequent to daily contact with district office support staff who take and receive messages and who provide material support. The Route Sales Representative will have frequent contact with Revenue Collections to resolve retailer financial problems or exchange information.

Physical and Environmental Demands

Daily operation of a state van and extensive field work with assigned Lottery retailers. Incumbent will deliver, load, and service Lottery vending machines.

Working Conditions and Requirements

- a. Schedule: 8 hours as assigned Monday - Friday
- b. Travel: Daily travel required; majority of position is performed out in the field at Lottery retailer locations and/or within the confines of the assigned state van.
- c. Other: Work independently. Constantly works in outdoor weather conditions.

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.

Employee Signature

Printed Name

Date



Duty Statement Instructions (Rev. 01/2024)

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).