



Job Description

Classification: Business Services Officer I (Supervisor)

Working Title: Business Services Officer I

Position Number: 358-251-4722-001

Division/Unit: Operations Division, Mail & Reprographic Services

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under general supervision of the Supervisor II, the Business Services Officer I Supervisor (BSO I Sup) is responsible for the Mail & Reprographic Services Unit (MRSU), which provides a multitude of customer services to the California Lottery (Lottery). The BSO I Sup plans, organizes, and directs the daily operations of the MRSU, which provides critical mail, courier, reprographic, and customer support services to the Lottery. The incumbent supervises staff, oversees operational workflows, ensures compliance with postal regulations and departmental policies, and performs technical duties requiring specialized knowledge of mail processing and reprographic equipment. The position is responsible for ensuring timely, accurate, and secure processing of incoming and outgoing materials while maintaining a high level of customer service.

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40% (Essential Function) Supervise and personally perform tasks related to the receipt, sorting, and processing of all incoming/outgoing mail including business, prize, and/or draw mail. Plans, assigns, prioritizes, and monitors staff workload and operational activities to ensure efficient and timely processing of mail, reprographic requests, courier services, and package distribution. Provides and oversees responsive, professional customer service to internal and external customers through written, verbal, and in-person communication. Responds timely and professionally to inquiries about mail and reprographic requests and ensures tasks are completed by appropriate MRSU staff members. Document, research and respond to complaints regarding mail and/or courier services.

Ensure mail logs, tracking records, and accountability documentation are accurately maintained in accordance with established procedures. Maintain proper balances in the U.S. Postal Service accounts for Postage Due, Business Reply Trust, Bulk Mail, and the Postage (or other mail meters) by written and verbal communication. Establish, eliminate and/or renew mail stop identification numbers as required by various Lottery programs. Submit refund requests to the U.S. Postal Service for postage not used. Prepares letters, memos, and other correspondence as needed. Ensure all mailroom needs are met, and the mailroom has necessary supplies to operate daily. Ensure the mailroom is clean and safe by abiding by all health and safety standards. Monitors MRSU operations to identify process improvement opportunities and implements procedural enhancements to improve efficiency, accuracy, and customer service delivery.

30% (Essential Function) Serves as the contract manager and primary MRSU liaison for mailroom-related contracts, purchase orders, and vendor services, including monitoring contractor performance, ensuring compliance with contract terms, and resolving service-related issues. Work with management and/or



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employees on purchases for special needs or projects; coordinate with numerous vendors to accomplish the purchase in the time necessary; ensure accurate products are received.

Researches, evaluates, and recommends replacement equipment and operational improvements to support efficient unit operations and evolving business needs. Process emergency equipment repairs, toner orders for mailing equipment, and invoices for contracts and orders.

15% (Essential Function) Provides training, coaching, and technical guidance to staff regarding mail processing equipment, reprographic operations, safety procedures, and customer service expectations. Arrange vendor training as necessary. Ensure all mail and reprographic equipment are in good working order, coordinate inspections and repair services with vendors, verify service receipts for accuracy, maintain and distribute adequate mail processing, reprographic and courier-related supplies, including courier supplies required by the district offices. Ensure messenger vehicle remains in good working order and that all vehicle logs are maintained per department policies, renew all required parking permits, ensure all staff have proper driver's documentation on file and have required driver's training. Ensure any accidents are reported and documented in accordance with department policy.

10% (Essential Function) Monitors employee attendance, prepares performance evaluations, addresses performance and conduct matters, and participates in recruitment, hiring, onboarding, and staff development activities. Prepares operational and statistical reports used for workload tracking, productivity analysis, and forecasting future business needs. Provides management updates and operational status reports as requested. Provides backup operational support for mailroom and reprographic functions during staffing shortages, peak workload periods, or operational emergencies.

5% (Marginal Function) Performs other job-related duties such as special projects, operational coverage, training activities, and other related duties consistent with the classification as assigned.

Scope and Impact

- a. Consequence of Error: Failure to use good judgment in handling sensitive and confidential material/mail could result in the release of information, mail or packages to unauthorized persons or the failure of a customer to be properly paid on a winning ticket. Failure to properly process incoming/outgoing mail or deliveries in an efficient manner may cause inappropriate delays or missed deadlines and/or monetary losses for the Lottery. Failure to maintain appropriate controls, confidentiality, and operational oversight may result in delayed business operations, financial loss, compromised public trust, or noncompliance with postal or departmental requirements. Any of the above could result in complaints of poor customer service, questions of integrity and negative public/customer relations. The consequences could cause irreparable damage in public confidence in the Lottery, resulting in a loss of revenue for public education.
- b. Administrative Responsibility: The BSO I Sup 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. In addition, because this position interacts with a wide variety of people, it is critical that the incumbent maintains professionalism at all times, conducting themselves as representatives of the Lottery. The incumbent is responsible for maintaining confidentiality and exercising sound judgment.
- c. Supervision Exercised and Received: The BSO I Supervisor receives general supervision from the Supervisor II of the Business Administration Section. The BSO I Supervisor directly supervises MRSU staff



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and is responsible for assigning work, monitoring performance, providing training, and ensuring operational efficiency.

- d. Personal Contacts: The BSO I Sup has daily contact with all levels of Lottery employees, as well as representatives from other state agencies, the U.S. Postal Service, equipment and courier vendors and the general public.

Physical and Environmental Demands

The incumbent works in a fast-paced mailroom and reprographic environment requiring frequent standing, walking, bending, reaching, lifting, pushing, and pulling of mail trays, paper supplies, and equipment weighing up to 50 pounds. The position requires frequent operation of mail processing and reprographic equipment, use of computers and standard office equipment, and exposure to moderate noise levels associated with operational machinery. The incumbent must safely operate department vehicles as required for messenger and delivery services.

Working Conditions and Requirements

- a. Schedule: Core business hours are between 8:00 am – 5:00 pm. Adjustments to core business hours may be required due to business operations such as working overtime in the event of special projects or other business-related needs.
- b. Travel: Occasional local travel may be required for operational support, vendor meetings, training, or courier-related activities.
- c. Other: The BSO I Sup must possess a valid California driver's license and have a satisfactory driving record.

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.



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- 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:

- Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- 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'.)
- 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:



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

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