



Job Description

Classification: Lottery Ticket Sales Senior Specialist (LTSSrS)

Working Title: Lottery Ticket Sales Senior Specialist (LTSSrS)

Position Number: 358-726-9079-008

Division/Unit: Sales Division / Scratchers Inventory Management Center (SIMC)

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under the general supervision of the Lottery Ticket Sales Supervisor of the Scratchers Inventory Management Center (SIMC), the Lottery Ticket Sales Senior Specialist (LTSSrS) serves as the expert staff resource responsible for the more sensitive and complex development and review of Scratchers orders to meet the prescribed sales projections for an assigned group of retailers daily.

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- 30% - (Essential) - Manage Scratchers inventory for retailers within an assigned territory or chain account group of retailer locations. This is done by researching, compiling, and evaluating a variety of information such as sales data/trends contained in a database and various reports. The Senior will also review play styles and price points of Scratchers in each location, retailer demographics, and assess the impact promotional events may have on Scratchers sales. From this information, the Senior determines the appropriate amount and mix of Scratchers games to be ordered for each retailer within the assigned territory to last until the next planned order day. Review any additional individual retailer location activities that may have an impact on Scratchers inventory and/or sales.
- 25% - (Essential) - Serve as the expert staff resource in a particular geographic region or with chain accounts to research the overall performance of Scratchers sales. Make outbound calls to gain retailer order acceptance and motivate retailers to confirm and activate Scratchers and verify retailer information.
- 20% - (Essential) – Responsibilities also include receiving inbound calls from retailers to assist with sales issues. Keep retailers informed of pertinent information, such as new games, game features, sales promotional events, and sales campaigns. Perform Scratchers transfers between retailer locations based on information provided by Lottery Ticket Sales Specialist (LTSS) staff. Work on special projects. Provide on-going consultation to supervisory and/or management staff related to the most sensitive and complex retailer sales issues. Serve as lead for LTSS staff, providing training, direction, and support, and ensuring all orders within a particular district are accurate. Personally handle the more complex retailer orders and coordinate special retailer requests.
- 20% - (Essential) - Works with Field Sales staff and district offices to maximize sales and assist with promotional activities by making phone calls to retailers and Field Sales staff regarding upcoming



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promotional events, ordering Scratchers, keeping Field Sales staff informed of retailer needs, and assisting with resolving Scratchers problems such as, lost, stolen, and/or other delivery errors. Work with the other Lottery staff to resolve issues such as changes in retailer ownership. Responsible for receiving inbound calls from retailers, assisting with sales and inventory issues. Provide feedback regarding retailer or Scratchers activities based on management directives.

5% - (Marginal) - Participate on committees, attend meetings, and perform other appropriate duties including special projects, as necessary.

Scope and Impact

- a. Consequence of Error: Loss of sales, incorrect inventory, incorrect billing for retailers, and decrease in Lottery customer service ratings.
- b. Administrative Responsibility: None.
- c. Supervision Exercised and Received: The Senior receives general supervision from the Lottery Ticket Sales Supervisor and may receive assignments and/or direction from the Supervisor I.
- d. Personal Contacts: The LTSSrS will have daily contact with retailers, Field Sales staff, and other staff from the district offices, as well as the public and other Lottery staff in headquarters.

Physical and Environmental Demands

Use of computer, phone, copier, and other standard office equipment during the workday. The majority of 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. Majority of work conducted in modern, climate-controlled office setting.

Working Conditions and Requirements

- A. Schedule:** Monday-Friday 8:00am to 5:00pm
- B. Travel:** Travel is limited.
- C. Other:** Overtime may be necessary and will be rare. Any need will be clearly communicated.

Effective Date:

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

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.

Duty Statement Instructions (Rev. 04/2023)



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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



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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).