

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency BUREAU OF STATE LOTTERY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan State Lottery
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Sales
5. Working Title (What the agency calls the position) General Office Assistant	11. Section Region 6
6. Name and Position Code Description of Direct Supervisor JAY, BRIAN M; STATE ADMINISTRATIVE MANAGER-1	12. Unit Claims Center
7. Name and Position Code Description of Second Level Supervisor STRONG, LEROY; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 101 E Hillsdale, Lansing, MI 48933 / Monday-Friday, 7:45 am - 4:45 pm

14. General Summary of Function/Purpose of Position

This position provides assistance and instruction to claimants, retailers, Lottery Sales Representatives and the general public through the telephone or in-person contacts, regarding policies, games, procedures and miscellaneous information. This position processes lottery ticket claims, accepts payments from Lottery retailers, and performs general office tasks as directed.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 40

Disseminates information to the general public, retailers, claimants and Lottery staff, both in person and over the telephone.

Individual tasks related to the duty:

- Answers multi-line phone system and routes calls accordingly.
- Provides relative information and correspondence to District Sales Representatives and Regional Manager.
- Uses knowledge of lottery games and procedures to educate retailers and the general public.
- Answers questions and resolves problems of a routine nature.

Duty 2

General Summary:

Percentage: 40

Processes lottery claims and accepts payments from Lottery retailers.

Individual tasks related to the duty:

- Assists and instructs claimants with Ticket Receipt Forms for payment of winning lottery tickets.
- Verifies claimant and ticket information.
- Enters claimant information into ES Claim system.
- Approves claims created by other team members.
- Delivers Check and W2 to claimant. Convey debt results information if necessary.
- Completes and maintains all records for the claim process, including daily scanning of completed paperwork.
- Accepts payment from Lottery retailers, for delinquencies and settlements and completes related manifest forms.

Duty 3

General Summary:

Percentage: 20

Performs miscellaneous duties as directed.

Individual tasks related to the duty:

- Coordinates shipment of P.O.S. material when necessary to Lottery Retailers.
- Disseminates point-of-sale material to sales team and update current informational material for the general public.
- Performs clerical duties such as logging and filing in numerical, alphabetical and subjective arrangements.
- Operates standard office equipment: multi-line phone system, multi-purpose printer/copier/scanner, and document scanner.
- Stocks incoming promotional material and miscellaneous supplies.
- Recycles promotional material as it becomes outdated and/or obsolete.
- Accepts and stages deliveries including warehouse upkeep, organization and oversight responsibilities of POS, promotional and display inventory.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions as necessary when in the office alone with the knowledge that backup support is available in the Lansing office.

17. Describe the types of decisions that require the supervisor's review.

Check preparation and signing, validation of suspect tickets, procedural questions which require in-depth responses.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Standard office setting and physical exertion, with some bending, stooping, moderate lifting of less than 25 lbs and extensive computer use.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

N Complete and sign service ratings.
N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Assign work.
N Approve work.
N Review work.
N Provide guidance on work methods.
N Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

The position is properly described in the preceding pages.

23. What are the essential functions of this position?

This position is the primary contact to answer and route all telephone calls and assist customers with claims. This position is responsible for answering general Lottery questions and dispersing pertinent Lottery literature, and is the primary operator of the Checkwriter.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Position update to remove duty #4 & #5, reorganized and consolidated duties and tasks, changed duty 2 percentage of time from 20% to 40%.

25. What is the function of the work area and how does this position fit into that function?

The main function of this office and this position is to provide assistance, both on the telephone and in-person, and to disseminate information to the general public, retailers, claimants, and lottery staff. Also, this position provides clerical support to the Secretary and the Regional Manager.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of general office practices.
- Knowledge of correct English usage and grammar.
- Ability to communicate effectively with retailers and the general public.
- Ability to compose routine correspondence and reports.
- Ability to operate standard office equipment such as typewriter, word processor, personal computer, multi-line phone system, copier and facsimile machine, is required.
- Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to meet schedules and deadlines of the work area.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date