

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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	10. Division
Accounting Technician-E 7-E9	Administration
5. Working Title (What the agency calls the position)	11. Section
Accounting Technician	Financial Gaming Services
6. Name and Position Code Description of Direct Supervisor	12. Unit
MATT GARDNER STATE ADMINISTRATIVE MANAGER-1 15	Accounts Receivable
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
NATALIA TIEMANN STATE DIVISION ADMINISTRATOR 17	101 E Hillsdale, Lansing, MI M-F; 7:45am-4:45pm
14. General Summary of Function/Purpose of Position	

This position provides support and assists with weekly accounts receivable collections for approximately 11,000 Lottery retailers, handling Lottery retailer final settlements and status change settlements calculations, establishing and maintaining retailer payment plans, preparing retailer invoice adjustments, and monitoring receivables as they age. This position collects, updates and maintains Lottery retailer Electronic Fund Transfer (EFT) files. This position provides support for collection, maintenance, and reconciliation of Charitable Gaming accounts receivables. Duties also include the daily review and system maintenance of Lottery cash receipts, act as a primary back-up for credit reviews, and assists with the processing of prize and pending prize claims. To perform these duties requires interpreting existing laws, bureau policies, and accounting procedures. Utilization of numerous computer systems is required.

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 of Duty 1

% of Time35

Assist with weekly Lottery retailer accounts receivable collections.

Initiate retailer final and status change settlements.

Establish and maintain retailer payment plans as necessary.

Review adjustment requests and prepare retailer adjustments.

Individual tasks related to the duty.

- Provide support with determining appropriate actions required concerning all collections of accounts receivable for approximately 11,000 Lottery retailers, contacting retailers regarding delinquencies explaining the determined settlement action to be taken. Establish payment plans appropriate to the individual situation.
- Assist professional staff in gathering information to analyze and verify the validity of the bank returns.
- Assist with researching delinquencies and making determination of the collection process to be followed in accordance with the Lottery delinquency and probation policies, as well as all applicable agency rules and statute.
- Identify need for final settlement of retailer accounts. Communicate with retailer regarding the amount owed and settlement procedures; provide specific details regarding inventory included in settlement; prepare and initiate transaction; send final billing to retailers.
- Work with retailers that have financial circumstances; robbery or theft, fire, or other events, establishing payment plans appropriate to the individual situation.
- Assist with inventory control for instant ticket returns related to final settlements, stolen tickets, etc. Support professional staff in research as needed, contacting gaming vendors and retailers concerning discrepancies and compliance with the Lottery policies and procedures as directed.
- Review daily delinquency report that includes final settlement retailers. Follow Lottery procedures to collect on those delinquent final settlement accounts.
- Review and analyze retailer ticket adjustment requests and determine the appropriate adjustment to their weekly invoice. Initiate adjustments to retailer accounts.

Duty 2

General Summary of Duty 2

% of Time15

Resource for providing technical assistance and training to retailer base on their utilization of the gaming system.

Individual tasks related to the duty.

- Provide technical assistance and training to approximately 11,000 Lottery retailers regarding accounts receivable and inventory management for those retailers changing ownership, terminating their license, and temporarily closing for various reasons (i.e., vacation, license suspension, fire, theft).
- Provide financial information to retailers related to accounts receivable, system adjustments, ticket inventory, weekly settlements, and other accounting issues utilizing the gaming system, Lottery internal accounting system, Lottery licensing system and the retailer data base.
- Assist retailers with obtaining weekly financial reporting related to weekly EFT settlements.

Duty 3**General Summary of Duty 3****% of Time 10**

This position is responsible for the collection and maintenance of Lottery retailers Electronic Fund Transfer (EFT) bank account authorizations required to complete the weekly invoice settlements. This function is crucial to assure Lottery receives payment from retailers.

Individual tasks related to the duty.

- Review and verify required bank documentation for new and existing Lottery retailers.
- Verify daily as entered, all retailer EFT changes, additions and deletions made within the retailer financial data system.
- Prepare and delete retailer bank accounts for those retailers that have been terminated.
- Review weekly EFT return notifications received from the bank and make necessary updates to the affected retailer accounts.
- Maintain paper and electronic files of all EFT related documentation.

Duty 4**General Summary of Duty 4****% of Time 20**

This position is the initial collection of accounts receivable for Charitable Gaming Suppliers, Charitable Gaming Electronic Ticket Vending Machines, and NGAM invoicing settlements, working closely with Charitable Gaming division to ensure accurate billing and accounting records.

Individual tasks related to the duty.

- Provide support for maintenance, billing and monthly account reconciliations for Charitable Gaming Suppliers, Charitable Gaming Electronic Ticket Vending Machines, and NGAM account.
- Review and verify daily Charitable Gaming Supplier orders to be billed.
- Prepare and bill daily and weekly invoices for Charitable Gaming Ticket sales and Charitable Gaming Electronic Ticket Vending Machine sales. Prepare and bill monthly NGAM Maintenance Fee's.
- Monitor (daily) aged receivables for Charitable Gaming ticket sales and Charitable Gaming Electronic Ticket Vending Machine accounts. Create Past Due statements for delinquent suppliers.

Duty 5**General Summary of Duty 5****% of Time 20**

Other Duties as Assigned and back up duties.

Individual tasks related to the duty.

- Primary back up for accounts receivable/collections and credit reviews. Assist with analyzing credit evaluations for new and existing retailers applying Lottery policies and procedures to determine credit strength and status and eliminate potential credit risk to the Lottery.
- Perform daily review and system maintenance of Lottery cash receipts.
- Assist with processing winner payments over \$50,000 and second chance prizes.
- Review payment requests for pending claims and prepare documentation to be sent for payment processing.
- Monitor excessive daily retailer sales report to identify potential liability risk to the lottery and communicate to management.
- Complete daily SOS ACH payment transfers through JP Morgan Chase when assigned.
- Provide daily phone support for the department. Respond to retailers, banks and public with inquiries. Assist Lottery regional office staff with system errors, claims and payments issues, and other inquiries. Assist district sales representatives with retailer accounts related inquiries.
- Performs various special projects and other duties as assigned by the Financial Gaming Services Manager.

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

Decisions are made interpreting Lottery policies, directives, and administrative rules. This position is responsible for all day-to-day decisions required to manage the duties described above. The daily decision making requires a thorough knowledge of the receivables accounting system, Lottery gaming system, and Lottery's policies, directives, and administrative rules.

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

Decisions where goals and/or objectives require interpretation especially with policies, procedures, administrative rules or laws and decisions affecting Michigan Lottery budget or expenditures of funds, extremely sensitive significant or have a direct impact on operations, jeopardy to the integrity of the lottery.

Disagreements with claimants regarding pending claims that cannot be resolved and require manager involvement.

Disagreements with retailers regarding the delinquencies or payment plan arrangements that cannot be resolved and require management involvement.

All retailer adjustments must be approved by manager.

Complex payment plans and unusual circumstances require management involvement and approval to assist in decision making.

Cash receipt batches require managers review and approval.

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

No special physical effort. Work is performed in an office setting on site; requiring sitting, standing, working at a computer and medium lifting 25 to 30 lbs. including records, work papers, and computer is a normal part of the job. Retailer contact could be stressful during collections process.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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

Complete and sign service ratings. Assign work.
 Provide formal written counseling. Approve work.
 Approve leave requests. Review work.
 Approve time and attendance. Provide guidance on work methods.
 Orally reprimand. 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.

23. What are the essential functions of this position?

This position provides support and assists with weekly accounts receivable collections for approximately 11,000 Lottery retailers, handling Lottery retailer final settlements and status change settlements calculations, establishing and maintaining retailer payment plans, preparing retailer invoice adjustments, and monitoring receivables as they age. This position collects, updates and maintains Lottery retailer Electronic Fund Transfer (EFT) files. This position provides support for collection, maintenance, and reconciliation of Charitable Gaming accounts receivables. Duties also include the daily review and system maintenance of Lottery cash receipts, act as a primary back-up for credit reviews, and assists with the processing of prize and pending prize claims. To perform these duties requires interpreting existing laws, bureau policies, and accounting procedures. Utilization of numerous computer systems is required.

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

New position.

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

The Financial Gaming Services Unit is responsible for all accounting and financial functions for the Michigan Lottery; preparation of monthly fully accrued financial reporting to the Legislature; liaison with DTMB, Office of Financial Management; coordination of semi-annual independent CPA audits; financial liaison with approximately 11,000 licensed retailers, adherence to IRS reporting and depositing regulation; other standard accounting functions such as payables, receivables and cash receipting.

The accounts receivable unit functions within the area dedicated for all incoming payments. This position is responsible for collections of Charitable Gaming settlements and assisting with all Lottery retailer settlements. This position establishes and maintains retailer payment plans, preparing retailer invoice adjustments, and monitoring receivables as they age. Duties include review and system maintenance of Lottery cash receipts, act as a primary back-up for credit reviews, and assists with the processing of prize and pending prize claims.

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:

Accounting Technician 7

One year of experience involving posting to ledger accounts, reconciling accounts, executing adjustments, and preparing financial statements equivalent to an Accounting Assistant E7. Or alternatively, completion of two years of college (60 semester or 90 term credits) with at least 16 semester (24 term) credits in accounting courses may be substituted for the experience requirement.

Accounting Technician 8

Two years of experience involving posting to ledger accounts, reconciling accounts, executing adjustments, and preparing financial statements, including one year equivalent to an Accounting Technician 7 or an Accounting Assistant 8. Or alternatively, possession of a Bachelor's degree with at least 16 semester (24 term) credits in accounting courses may be substituted for the experience requirement.

Accounting Technician E9

Three years of experience involving posting to ledger accounts, reconciling accounts, executing adjustments, and preparing financial statements, including one year equivalent to an Accounting Technician 8, two years equivalent to an Accounting Technician 7, or, one year equivalent to an Office Supervisor with a subclass code of BKPS. Or alternatively, possession of a Bachelor's degree with at least 16 semester (24 term) credits in accounting courses and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of computer utilization. Ability to organize and interpret data to identify trends and determine correct course of action. Considerable written and oral communication skills to successfully deal with delinquent agents, while maintaining a positive public image.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.