

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

Position Code

1. GNOFASTEJ05R

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 8
6. Name and Position Code Description of Direct Supervisor UKWUOMA, RAYMOND; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor STRONG, LEROY; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Lottery Ofc Sterling Heights / 7:45 am - 4:45 pm, Monday- Friday

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, on policies, games, procedures and miscellaneous information, 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. This is done 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.
- Answer 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.
- Verify claimant and ticket information.
- Enter claimant information into ES Claim system.
- Approve claims created by other team members.
- Deliver Check and W2 to claimant. Convey debt results information if necessary
- Complete and maintain 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.
- Stock incoming promotional material and miscellaneous supplies.
- Recycle promotional material, as it becomes outdated and/or obsolete.

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

Those 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 that 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 | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | 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?

Yes

23. What are the essential functions of this position?

This position is the primary person to answer and route all telephone calls and to assist customers with claims. This position is responsible for answering general Lottery questions and dispersing pertinent Lottery literature. The incumbent is also the primary operator of the Checkwriter. Attendance is an essential duty of this position.

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

General duties have not changed. Position no longer verifies outstanding debts through Bridge. This process is now done automatically through the ES system.

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:

Ability to communicate effectively with retailers and the general public. Ability to communicate and relate with co-workers. Knowledge of and the ability to use standard office equipment such as: typewriter, word processor, personal computer, multi-line phone system, copier and facsimile machine, is required. Knowledge of correct English usage, spelling, punctuation and organization and composition of business letters, reports etc.

**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