

POSITION DESCRIPTION

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| 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 Departmental Analyst-E | 10. Division Executive |
| 5. Working Title (What the agency calls the position) Departmental Analyst | 11. Section Security & Investigations |
| 6. Name and Position Code Description of Direct Supervisor VOGEL, BENJAMIN J; STATE ADMINISTRATIVE MANAGER-1 | 12. Unit |
| 7. Name and Position Code Description of Second Level Supervisor ROSSO, JESSICA M; STATE DIVISION ADMINISTRATOR | 13. Work Location (City and Address)/Hours of Work 101 E Hillsdale, Lansing, MI 48933 / M - F; 7:45 am - 4:45 pm (may vary) |
| 14. General Summary of Function/Purpose of Position This position is responsible for the stolen ticket process, for providing technical assistance to the Director of Security and Investigations and other Security and Investigation staff, monitoring Lottery facility security systems and coordinating background inquiries, researching and troubleshooting database problems, performing analysis and evaluation of the reporting system to offer suggestions that would best serve security investigations and analyzing draw based and online game winning tickets for authenticity. This position is also responsible for assisting Compliance and Legal Affairs with general compliance and the FOIA coordinator as needed. | |

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: 45

Coordinate stolen ticket reports and retailer credit for stolen tickets. Receive stolen ticket reports from retailers, IGT (lottery vendor), and/or law enforcement agencies. Analyze data to determine accuracy and determine which processes should be followed based on the data provided. Intake of complainants, creation of written reports, and record maintenance. Performs case investigation research and analyzes security processes.

Individual tasks related to the duty:

- Gather and document information concerning instant, online and pull tab tickets from Lottery retailers, IGT (Lottery vendor), and/or law enforcement agencies.
Review, analyze and research stolen ticket report by accessing the IGT Enterprise Series (Vendor Order/Distribution, Inventory and Validation System) and the Business Objects reporting systems.
- Utilize systems to determine validity and accuracy of theft reports.
- Expediently, flag all reported stolen tickets in the computer system to prevent validations (i.e. cashing).
- Monitor validation attempts in Vendor tracking system for activity on stolen or missing tickets and notify appropriate parties (retailer and/or law enforcement); analyze patterns for investigative leads.
- Conduct telephone interviews to do follow-up with retailers and law enforcement agencies or other witnesses.
- Provide technical assistance and communicate with Lottery retailers and law enforcement agencies on the progress of stolen ticket reports and investigations.
- Request affidavits and additional information from lottery retailers.
- Interpret theft reports and compare with the affidavit and other supporting documents. Correct and document changes.
- Refer stolen ticket report, histories and related material to Lottery Accounting for consideration of retailer credit reimbursement.
- Verify credit has been applied and retailer notified.
- Maintain files and records related to stolen ticket reports for future reference and analysis of patterns or other inquiries.
- Propose revisions to methods and procedures regarding stolen ticket processes and procedures.
- When requested, represent Lottery Security in criminal court cases by providing needed testimony.
- Receive complaints (reports) via telephone, mail, fax, email, in person, or any other channel of communications pertaining to stolen tickets, missing books, rule violations, and criminal violations.
- Conduct interviews via telephone or mail requests to obtain information to resolve issues and follow up on complaints pertaining to theft of stolen tickets, missing books, rule violations, and criminal violations.
- Answer inquiries regarding functions, rules, regulations, and policies to retailers, law enforcement, and players
- Prepare and/or edits stolen ticket reports, missing pack reports, and incident reports and determine material to be included; conducts related correspondence
- Perform research to determine the appropriate, accurate response to verbal and written inquires through document review and or contact with relevant offices or person.
- Compile, review, and monitor the department complaint log which house all Security cases.
- Represent the security section at intra-office meetings.
- Review changes in policy and identify impact on operations; write and revise procedures.
- Implement special projects and assignments.
- Review, analyze, process and maintain all division procedures and policies.

Duty 2

General Summary:

Percentage: 15

Responsible for assisting Compliance and Legal Affairs with general compliance and the FOIA coordinator as needed.

Individual tasks related to the duty:

- Research general compliance and security issues.
- Research and interpret laws, regulations, rules, policies, directives, and procedures.
- Review game rules, drawing procedures, promotional offers, and other Bureau documentation.
- Assist FOIA coordinator as needed.

Duty 3**General Summary:****Percentage: 10**

Perform research and testing on the database and reporting systems.

Individual tasks related to the duty:

- Review and suggest security-related improvements within the Lottery gaming systems
- Involved in acceptance testing of Security's database program and recommend changes and improvements.
- Analyze reports and recommend changes on existing or work with vendor to develop new reports to assist the security investigators with cases.
- Attend team meetings and provide input on the issues discussed.

Duty 4**General Summary:****Percentage: 10**

Complete background security checks for Lottery license, Charitable Gaming license and vendor employee applicants. Determine if any criminal convictions found were disclosed by the applicant. Analyze the data provided and provide information to manager for approval or disapproval.

Individual tasks related to the duty:

- Receive requests for background checks on applicants from designated Lottery work units.
- Make appropriate inquiries via manual or computerized methods.
Review data to determine accuracy and veracity of data received.
- Analyze results and provide information to manager.
- Enter data on appropriate logs and systems.
- Maintain files.

Duty 5**General Summary:****Percentage: 10**

Monitor Lottery facility security systems and recommend changes or procedures that would better serve the work unit in maintaining the card key system.

Individual tasks related to the duty:

- Monitor alarm and CCTV systems.
- Arm and disarm alarm systems. Lock/unlock controlled doors.
- Monitor emergency event messages.
- Monitor card access event records. Program and issue and access card keys, maintain record of cards.
- Coordinate security service activities and events.
- Maintain CCTV tape library.

Duty 6**General Summary:****Percentage: 10**

Monitor lottery drawings and maintain files. Analyze draw based and online game winning tickets for authenticity and provide information to appropriate work units.

Individual tasks related to the duty:

- Review nightly lottery drawing broadcasts.
Record each drawing and save to file.
- Maintain file for WDIV nightly drawings.
- Report any problems found with the cameras and/or drawings to the appropriate person or EPS vendor).
- Maintain daily electronic ticket files.
- Receive high tier and jackpot winning tickets for review.
- Analyze ticket and systems to verify the ticket is authentic.
- Report finding to appropriate work units
- Perform all other duties as needed to contribute to the overall operation of the Michigan State Lottery.

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

Determination of appropriate action in response to events, situations, or inquiries based on past practice. Such scenarios can have impact on the Bureau, a licensee/retailer, a vendor /contractor or others and may compromise the integrity of Bureau operations or present risks to persons.

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

When guidelines or procedures are not available. When unique situations arise and a decision may set precedent or result in other consequences.

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, moderate lifting of less than 25 lbs and extensive computer use. Occasional travel may be required.

All employees have a responsibility for workplace safety including identifying potential hazards, reporting them, and ensuring they actively participate in all required training.

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):

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|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

Responsible for the stolen ticket process, for providing technical assistance to the Director of Security and Investigations and other Security and Investigation staff, monitoring Lottery facility security systems and coordinating background inquiries, researching and troubleshooting database problems, performing analysis and evaluation of the reporting system to offer suggestions that would best serve security investigations and analyzing draw based and online game winning tickets for authenticity. This position is also responsible for assisting Compliance and Legal Affairs with general compliance and the FOIA coordinator as needed.

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

Position establishment.

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

The Michigan State Lottery strives to maximize net revenues to supplement state education programs; to provide fun and entertaining games of chance, and to operate all games and bureau functions with nothing less than total integrity. The Lottery was established under the authority of Public Act 239 of 1972 to generate funds to support Michigan's public-school system.

The Security and Investigation Section is responsible for maintaining the integrity of all Lottery games, prize payouts and internal operations by systematically developing and implementing controls to prohibit/prevent abuse. In addition, Security is responsible for investigating alleged violations of State laws, administrative rules and internal policies and procedures. Such investigations may include: fraud, counterfeiting; false pretenses; embezzlement; sales to minors and sales by unlicensed retailers. This position will be primarily responsible for initial complaints, analyzing the data and providing any initial supporting documents to the assigned investigator.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of research and analysis
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to organize, evaluate, and present information effectively.
- Ability to interpret laws, rules, and regulations relative to the work.
- Ability to formulate plans, procedures, and controls in a program or service 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