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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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| Capitol Commons Center, P.O. Box 30002Lansing, MI 48909 |

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| **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. |

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| **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)** |
|  | Lottery |
| **4. Civil Service Position Code Description** | **10. Division** |
| STUDENT ASSISTANT-E | Marketing |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Student Assistant | Player Relations |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| Jacob Harris, Player Relations Manager |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| Amanda Miller, Deputy Commissioner of Games and Marketing | 101 E HILLSDALE ST; LANSING, MI 48933 / Monday – Friday between the hours of 7:45 am - 4:45 pm. Student assistants may not exceed 129 hours per month.  |

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| **14. General Summary of Function/Purpose of Position** |

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| Position serves as a member of the Player Relations team and will support its goal of providing excellent customer service to Lottery players and other members of the public. The primary duties for this position are working with players to help resolve their problems, complaints, issues, and concerns as well as, scheduling prize claim appointments for winners of more than $99,999. Other duties include logging certain customer interactions into a computer database, general office work, video editing and provide support and assistance as directed by the Player Relations Manager and the team's other staff members. |

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|  | Position serves as a member of the Player Relations team and will support its goal of providing excellent customer service to Lottery players and other members of the public. The primary duties for this position are working with players to help resolve their problems, complaints, issues, and concerns as well as, scheduling prize claim appointments for winners of more than $99,999. Other duties include logging certain customer interactions into a computer database, general office work, video editing and provide support and assistance as directed by the Player Relations Manager and the team's other staff members. |  |  |

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| **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:** | **60** |
| Review player correspondence received through a variety of mediums. |
| **Individual tasks related to the duty:** |  |  |
| * Answer main Player Relations phone line and check voicemail on a regular basis during the workday.
* Forward any media inquiries to the Player Relations Manager.
* Identify the information requested by the player and/or the problem, issue and/or concern raised by the player.
* Using that information, determine the appropriate response to the player's inquiry.
* Log player calls into the phone tracking database.
* Must be courteous and interact professionally with players.
 |
| **Duty 2** |
| **General Summary:** | **Percentage:** | **20** |
| Schedule prize claim appointments with players who have won $99,999 or more. |
| **Individual tasks related to the duty:** |  |  |
| * Obtain ticket codes to validate prize and amount; inform player about need for valid photo ID and Social Security card to process prize claims; inform player about required tax withholdings and public debt (PA11) check and potential withholding.
* In consultation with other staff members, set up appointment for player at Lottery Central to claim prize(s).
 |
| **Duty 3** |
| **General Summary:** | **Percentage:** | **20** |
| General office support |
| **Individual tasks related to the duty:** |  |  |
| * Copying, filing, faxing, and/or scanning documents.
* Assist with video editing as needed
* Other tasks as directed by the Player Relations Manager and other staff members.
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| **Duty 4** |
| **General Summary:** | **Percentage:** |  |
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| **Individual tasks related to the duty:** |  |  |
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| Analyzing player problems, complaints, issues, and concerns and working with players to resolve them using established processes and procedures; forwarding player system issues to other Lottery sections and vendors for research and resolution and following up with players. |

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

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| Approval of makegoods for player who have been inconvenienced by a retailer or have had an issue with a Lottery game; forwarding certain customer issues to other sections for assistance in resolving a player issue. |

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| **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.** |

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| A significant amount of the student assistant’s time will be spent using a computer and the telephone. The incumbent may be required to pack/load promotional materials, files, etc., requiring the lifting of items weighing 35 pounds or less. On occasion, some travel may be required to provide support for off-site events. All employees have a responsibility for workplace safety including identifying potential hazards, reporting them, and ensuring they actively participate in all required training.  |

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| **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.** |

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| **Additional Subordinates** |

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

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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

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| **23. What are the essential functions of this position?** |

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| Perform a full range of administrative support functions to support the responsibilities of the Player Relations section. Professionalism and courtesy is requirement with all player interactions.  |

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

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| Job duties have primarily remained the same. Removed duties that are outdated and no longer are performed by Player Relations.  |

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

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| The Player Relations section serves as the communications liaison between the Lottery and the general public, players, news media and, when required, the Legislature and Governor's office. The Player Relations section also takes the lead on scheduling and conducting appointments with winners of more than $99,999. The section also interacts regularly with other Lottery work areas and provides support to those areas, as needed. The student assistant will provide support and assist in the day-to-day operation of the Player Relations section’s functions.  |

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

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| **EDUCATION:** |

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| Current enrollment vocational, technical school, or post-secondary educational institution. |

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| **EXPERIENCE:** |

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| No specific type or amount is required. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| Proficient computer skills (Outlook, Word, Excel); ability to communicate orally and in writing; understanding of the English language; ability to work with customers. |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| The student must provide evidence of enrollment or acceptance to an educational institution. |

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

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| ***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.*** |

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| **Supervisor** |

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| **Date** |

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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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

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| Job duties have primarily remain the same. Added much needed detail to each duty. |

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

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| **Appointing Authority** |

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| ***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.*** |

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| **Employee** |

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