

Position Code 1.

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
Regulation Agent E	EXECUTIVE DIVISION
5.Working Title (What the agency calls the position)	11.Section
SECURITY INVESTIGATOR	
6.Name and Position Code Description of Direct Supervisor	12.Unit
Ben Vogel - STATE ADMINISTRATIVE MANAGER-1	SECURITY & INVESTIGATIONS
7.Name and Position Code Description of Second Level Supervisor	13.Work Location (City and Address)/Hours of Work
Jessica Mullen - STATE OFFICE ADMINISTRATOR	101 E HILLSDALE ST; LANSING, MI 48933 / Typically M-F from 7:45 - 4:45 but may vary

14. General Summary of Function/Purpose of Position

The Lottery Security and Investigation Section is responsible for investigating violations of state laws, administrative rules, policies, and procedures involving the lottery and its various programs, services, facilities, and personnel. This is a general investigative position which encompasses all facets of lottery security investigations, including investigating crimes or administrative violations against the lottery, protecting physical security of bureau offices and products, inspecting and analyzing vendors and suppliers for compliance with contract specifications, monitoring lottery operations to insure integrity of games and programs, and interacting with federal, state and local criminal justice agencies that may be involved in inquiries related to the lottery.

**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 Time**50_____

Conduct investigations involving claims on lottery tickets, complaints from lottery players, complaints from lottery retailers, or other information with security oversight that could have an impact on lottery functions.

Individual tasks related to the duty.

- Analyze complaints and conduct investigations involving violations of laws, administrative rules, policies or procedures pertaining to the lottery (e.g., counterfeiting or altering tickets, theft of tickets or other lottery property, fraud, sales to minors, sales by unlicensed persons, retailer misconduct, employee misconduct, serious contract violations).
- Collect evidence through interviews, computerized or paper record searches, inspection, or court order (e.g., subpoena or search warrant).
- Retrieve court records in support of findings or as evidence of convictions.
- Review accounting, financial and inventory records.
- Conduct field investigations or other surveillance activities to obtain evidence or information.
- Provide technical assistance to criminal justice agencies relative to lottery issues.
- Inform local, state, and federal agencies and other interested parties as to lottery law, rules and regulations.
- Testify at criminal or administrative proceedings related to lottery business.
- Prepare written reports for presentation to police, prosecutor, court or lottery administrators.

Duty 2

General Summary of Duty 2 **% of Time**30_____

Research and analyze data for the purposes of investigation, processing claims, providing support to retailers involving security matters, assisting law enforcement, fraud detection and prevention, or other information with security oversight that could have an impact on lottery functions.

Individual tasks related to the duty.

- Review reports, publications, records, and other materials to collect information or evidence.
- Contact other agencies and departments for information or data.
- Identify and cultivate sources of information which provide on-going information relating to lottery issues.
- Compare data and systems information to identify operational weaknesses or problems.
- Prepare written reports explaining findings or illustrating deficiencies; make recommendations for improvement.

Duty 3

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

Assist in operational security needs involving drawing security, game security (draw game, instant ticket, iLottery), background checks, and other areas with security oversight that could have an impact on lottery functions.

Individual tasks related to the duty.

- Audit and/or observe lottery drawing functions to ensure compliance with operating standards for randomness and integrity.
- Review and monitor operating procedures for conducting lottery games, promotions and special events.
- Inspect lottery retailers, vendors, suppliers and contractors to determine compliance with statutes, rules and contracts.
- Conduct background inquiries on applicants for lottery employment, contractors, vendor employees, and retailers (sales agents); verify information submitted.
- Prepare written reports and provide explanation of findings and recommendations relative to all issues.

Duty 4

General Summary of Duty 4 **% of Time 10**_____

Assist in facility protection involving inspecting lottery locations and vendor facilities, monitoring and reviewing closed-circuit video systems, performing facility arm/disarm functions, responding to facility alarms, and other duties assigned as related to facility protection.

Individual tasks related to the duty.

- Inspect lottery facilities and contractual sites for compliance with security specifications.
- Consult with other security professionals on security issues or design questions.
- Maintain records of building access, intrusion protection, and fire protection systems.
- Maintain computerized facility access systems, perform system checks and modifications; coordinate maintenance and service; make program changes to meet operational needs and revisions.
- Maintain facility security features; arm/disarm alarm functions; respond to emergency or other extraordinary situations (including off hours call-in).

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

Investigators are often required to make immediate decisions without specific instructions during an investigation or inspection. This is especially true when interacting in the field (outside of the office) with complainants, witnesses or suspects. The integrity of the bureau may be affected by the decisions of Investigators, especially in volatile (or very visible) situations.

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

Sensitive issues that have a significant and direct impact on operations. Establishing investigative timelines and prioritization of tasks. Situations where a decision could set a precedent or involve legal analysis.

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.

Extensive travel, subjecting incumbents to varying and sometimes extreme weather conditions; liquor serving environments; prolonged periods of sitting, standing, walking.

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>
N/A			

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

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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 must investigate offenses and other issues relating to the operation of the lottery and its programs. The position must also identify operational risks, document those findings, and make recommendations for correction or improvement. Additionally, the position must maintain secure facilities and programs to support the bureau's functions.

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

Duties and descriptions have been updated.

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

The Security and Investigation Section is the general investigative, audit and inspection unit of the lottery, and ensures that operations are in compliance with laws, rules, regulations, policies and procedures. The section is also responsible for providing technical assistance to administration, retailers, contractors, criminal justice agencies and others to ensure the highest possible level of accountability of the lottery, thus maintaining the integrity of the bureau's games, products, and services. This position supports these functions by conducting investigations, analyzing data and coordinating with outside entities.

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 business administration, criminal justice, criminology, law enforcement, police administration, security and loss prevention, or a related field.

EXPERIENCE:

Regulation Agent 9: No specific type or amount is required.

Regulation Agent 10: One year of professional experience providing regulation and investigative services equivalent to a Regulation Agent 9.

Regulation Agent P11: Two years of professional experience providing regulation and investigative services equivalent to a Regulation Agent, including one-year equivalent to a Regulation Agent 10.

Alternative Education and Experience

Regulation Agent 9: Two years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Agent 10: Three years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Agent P11: Four years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of the regulatory field to which assigned.
- Knowledge of the act(s) or law(s) that regulate the assigned field.
- Knowledge of investigation and inspection techniques.
- Knowledge of legal terminology and that constitutes legal evidence.
- Ability to evaluate, interpret, and/or apply laws, rules, and regulations, to the work.
- Ability to conduct investigations, interview suspected violators and obtain evidence regarding violations of the regulated activity.
- Ability to mediate disputes,
- Ability to maintain records and prepare reports and correspondence related to the work.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.

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.