

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

Position Code

1. SECRTRYAL26R

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 SECRETARY-A	10. Division SALES
5. Working Title (What the agency calls the position) Secretary	11. Section Region 6
6. Name and Position Code Description of Direct Supervisor JAY, BRIAN M; 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 101 E HILLSDALE ST; LANSING, MI 48933 / 7:45 A.M. – 4:45 P.M.

14. General Summary of Function/Purpose of Position

This position serves as a management assistant to the Lottery Regional Sales Manager and serves as the liaison between the division director, manager, and regional office staff. Coordinates daily activities of the regional claim center, creates and maintains spreadsheets, charts, and reports, and responds to and disseminates bureau information to the office, field staff and general public.

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

Assists the Lottery Regional Sales Manager in coordinating the daily work of the regional claim center staff and sales team.

Individual tasks related to the duty:

- Serves as the secretary to the Lottery Regional Sales Manager.
- Serves as a liaison for all staff in assigned region by transmitting information, explaining appropriate work instructions, and following up on assignments.
- Maintains an effective and efficient process flow of the office to ensure the office is productive.
- Processes and directs the taking of claims insuring proper validation of lottery tickets. Accurately prepares checks on the computer check-writer, signs checks and maintains all records for the claim process.
- Resource for office support staff in the unit, providing assistance with work and projects when needed.
- Disseminates information to professional sales staff.
- Responsible for typing, filing, supply ordering, P.O.S. distribution, and updating of equipment needs for the work area. Maintains records regarding expenditures, supplies, P.O.S. distribution and inventory.
- Receives and screens visitors and telephone calls, takes messages, schedules appointments for professional(s) and/or management staff and provides information to callers requiring knowledge of agency's operations and the interpretation and application of policies and procedures.
- Gathers data for surveys and assignments for sales staff to assure completeness and accuracy.
- Schedules and arranges meetings and conferences for professional(s) and/or management staff and notifies interested parties; makes travel reservations as needed.
- Assists in the study of office operations and services and provides recommendations for improving efficiency and economy of operations; makes recommendations regarding the purchase of office equipment.
- Reads incoming correspondence and reports, screening those items that can be handled personally, and forwarding the rest to management and staff.
- Performs timekeeping duties for assigned areas.
- Other duties as assigned.

Duty 2

General Summary:

Percentage: 40

Creates and maintains office spreadsheets, charts, and reports.

Individual tasks related to the duty:

- Creates and maintains spreadsheet compilations and charts for the Regional Sales Manager to compare and track sales activities comparing sales objectives and results.
- Tracks all incentive paperwork for Region (Activity Reports, Exception Reports, Payroll Detail Reports, Exception Hours Worked, Exception Calls Made, Finalize Incentive paperwork).
- Orders, logs and assigns all Promotional Tickets for Region and maintaining Promo Ticket Summary Report each month.
- Handles, distributes and maintains Club Keno Cash Coupons and maintaining Keno Cash Summary Reports each month for Region.
- Composes and types routine letters, memoranda, reports, minutes of meetings, scientific or technical material, numerical data, charts and forms.
- Assists in coordinating district and regional sales analysis (daily, weekly, and monthly).
- Establishes and maintains office files, logs, indexes, control records, or other information concerning the work under the supervisor's control.
- Proofreads and corrects prepared materials for correct grammar, format, completeness, and content.
- Enters, retrieves, updates, verifies, and deletes information from electronic files.
- Sorts, opens, and distributes incoming mail to staff; associates incoming correspondence with files or related materials needed for meetings, correspondence, and reports.

Duty 3

General Summary:

Percentage: 15

Prepares correspondence and disseminates information to office staff, lottery retailers and the general public.

Individual tasks related to the duty:

- Responds to verbal and written inquiries and directs the dissemination of information to customers and the general public regarding inquiries about lottery games, rules, programs, procedures, and game results.
- Accurately interprets and effectively communicates, both verbally and in writing, lottery information to office personnel, lottery retailers, and the general public.
- Keeps informed of office details and advises management of situations that may need their attention.
- Maintains confidentiality of documents and information received.

Duty 4

General Summary:

Percentage: 5

File maintenance and public assistance.

Individual tasks related to the duty:

- Maintains lottery agent files, change of ownership's and new agent logs. Updates agent files as needed.
- Assists agents via telephone or in person with problems. Directs agents to correct source(s) of information for problem resolution if unable to resolve at local level.
- All employees have a responsibility for workplace safety including identifying potential hazards, reporting them, and ensuring they actively participate in all required training.
- Other duties as assigned.

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

Determine work priorities, using discretion on what information is relayed to the general public. Determining how to resolve issues with the assistance of the regional manager or their delegate or who to contact at Lottery Central in the case of a larger issue. The efficiency and effectiveness of the work unit is affected if these responsibilities are not handled properly.

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

When situations arise that are beyond available policies and/or past practice.

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.

Duties are performed in a claims office environment. Duties of the position are performed while seated at a desk or a checkwriter, or while standing at a claims office counter waiting on customers. The position requires the incumbent to move between their desk, the check-writer, and the counter. Time standing, walking and sitting will vary based on the number of customers who need to be serviced. Standard physical exertion with moderate lifting of up to 25 lbs.

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):

- | | |
|---|--|
| <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. |

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?

The position is properly described in the preceding pages.

23. What are the essential functions of this position?

This position serves a management assistant to the Lottery Regional Sales Manager and serves as the liaison between the division director, manager, and regional office staff. Coordinates daily activities of the regional claim center, creates and maintains spreadsheets, charts, and reports, and responds to and disseminates bureau information to the office, field staff and general public.

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

Update to percentage of time for duties 1 & 2, updates to tasks in duties 1, 3 & 4, updates to KSA's; no significant changes to duties or overall job function.

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

The work area serves as the administrative and communication hub for regional sales, marketing, operations and compliance activities. This includes upper management, RSM, DSR, department heads, retailers, and customers. This position provides the oversight and coordination of these activities by supplying all reports and completion of duties as required.

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:

Secretary 9

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

OR

Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of organization, workflow, staffing, forms and procedures.
- Knowledge of the supervisor's point of view and priorities.
- Thorough knowledge of Excel spreadsheets including formulas, typing, creating letters and memos.
- Ability to work cooperatively with and communicate effectively with management, co-workers, other Lottery staff, retailers and the general public.
- Ability to abstract and present significant facts from data and create and analyze sales reports.
- Ability to coordinate the work unit.

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