

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

Position Code

1. SECRTYAA45R

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 7
6. Name and Position Code Description of Direct Supervisor VACANT; 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 33231 Plymouth Rd, Livonia, MI 48150 / M-F; 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 manager and the regional office staff. Coordinates the daily activities of the regional claims center, creates and maintains spreadsheets, charts and reports, and responds to and disseminates bureau information to the office, field staff and the 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 activities of the regional claims 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 Region staff 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.
- 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.
- Keeping track of all incentive paperwork for Region (Activity Reports, Exception Reports, Payroll Detail Reports, Exception Hours Worked, Exception Calls Made, Finalize Incentive paperwork).
- Ordering, logging and assigning all Promotional Tickets for Region and maintaining Promo Ticket Summary Report each month.
- Handling, distributing and maintaining 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, Regional Sales Manager, and the general public.

Individual tasks related to the duty:

- Verbally and in writing responds to 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, public assistance and other duties as assigned.

Individual tasks related to the duty:

- Maintains lottery agent files, change of ownerships 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.

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.

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. |
| <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?

This position is properly described in the preceding pages.

23. What are the essential functions of this position?

Ability to communicate effectively, to compose routine correspondence and reports, to use diplomacy and discretion in giving out information, to explain instructions and guidelines to others effectively. The essential functions of this position are described in Section 15 of this position description. 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.

Updated duty #1 to remove reference that Secretary role is modified with absence of Regional Manager and to add required language in duty #4 regarding workplace safety.

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

The Sales Division is responsible for executing the overall Marketing Plan to maximize sales and revenue for the State School Aid Fund. The Regional Sales Manager is responsible for planning, organizing, managing and evaluating sales representatives as they recruit, promote and provide sales strategies to Michigan Lottery retailers. This position is responsible for serving as the secretary to the Regional Manager and to provide assistance and instruction both on the telephone and in-person to customers and visitors.

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:

Ability to work cooperatively and communicate effectively with management, co-workers, other Lottery staff, retailers and the general public. Excellent skills working with spreadsheets that include formulas, typing, creating letters and memos. Ability to read, create and analyze sales reports.

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.

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