

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

Position Code

1. REGLAGTED23R

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) Lottery
4. Civil Service Position Code Description Regulation Agent-E	10. Division Charitable Gaming
5. Working Title (What the agency calls the position) Inspector	11. Section Inspection Unit
6. Name and Position Code Description of Direct Supervisor COLE, HEIDI; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor WELLS, RONALD K; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Home based office, work hours fluctuate; days/evenings/weekends.

14. General Summary of Function/Purpose of Position

This position serves as an Inspector in the Charitable Gaming Division of the Bureau of State Lottery. The position is responsible for regulating licensees conducting charitable gaming activities under the authority of the Michigan Bingo Act, including bingos, raffles, and charity game tickets.

Conducts inspections of the operational and financial records of licensed organizations to ensure compliance with the Bingo Act, the administrative rules, and division directives. The position also provides training and technical advice to licensees, introduces new games to licensees, and analyzes current licensee game programs for profitability. The position prepares reports and other documentation in compliance with division procedures. The position also investigates complaints from citizens, and inspects licensed suppliers, equipment, and halls.

The geographical area assigned to this position is District #6 which includes the following counties: Oakland, Livingston, Wayne, Washtenaw and Monroe.

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

Conducts inspections of the operational and financial records of licensed organizations to ensure compliance with the Bingo Act, the administrative rules, and division directives.

Individual tasks related to the duty:

- Monitors, observes, and records the operation of gaming activities for compliance purposes.
- Reviews financial records for their veracity and completeness and identifies irregularities or discrepancies in recordkeeping, internal controls, and transactions.
- Recommends corrective actions and procedural changes to maximize licensee accountability and ensure licensee compliance.
- Inspects inventories of disposable bingo cards and charity game tickets.
- Obtains licensee financial records when necessary.
- Obtains affidavits and evidence for use in administrative actions against licensees.
- Creates and develops new gaming ideas and implements strategic planning for pilot testing.
- Analyzes licensee compliance needs and provides input for possible new game forms and division directives.
- Analyzes licensee statistics and submits recommendations for pilot locations.

Duty 2

General Summary:

Percentage: 15

Assists in providing training and technical advice to licensees, introduces new games to licensees and analyzes current game programs for profitability.

Individual tasks related to the duty:

- Identifies areas of training need and schedules and conducts county or district-wide area training meetings and specialized training meetings on a regular basis to assist licensees.
- Develops and delivers power point presentations and continuously updates the presentations to stay current with laws, rules, and directives.
- Ensures each presentation is tailored for the geographic area and makes changes to the presentation as the needs of the area change.
- Analyzes game programs to identify areas where the licensee is losing money and makes recommendations to help the licensee become profitable.
- Responds to technical questions from licensees on rule interpretation.
- Answers questions and handles disputes during and after business hours.

Duty 3

General Summary:

Percentage: 10

Investigates complaints from citizens.

Individual tasks related to the duty:

- Investigates complaints made by citizens against licensees by interviewing complainants, licensees, and witnesses and gathering information and data to inquire into the validity of the complaint.
- Serves as a professional resource and assists local/state law enforcement agencies as they investigate criminal complaints.
- Testifies in informal meetings, administrative hearings and courts of law where required.

Duty 4

General Summary:

Percentage: 10

Prepares reports and other documentation in compliance with division procedures.

Individual tasks related to the duty:

- Documents inspection activity, including warnings, violations, and inventories.
- Completes weekly itineraries, activity reports.
- Prepare memoranda and special reports and needed.
- Prepares documentation in support of administrative actions against licensees.

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

Inspects licensed suppliers, equipment, and halls.

Individual tasks related to the duty:

- Inspects licensed suppliers in accordance with division policy.
- Reviews supplier invoices, records, and reports for compliance with division directives, administrative rules and the Bingo Act.
- Inspects licensed halls and facilities in accordance with division policy.
- Inspects gaming equipment to ensure fairness in charitable gaming activities.
- Provides other inspection-related work as assigned.

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

- Decisions regarding progressive discipline against licensees that have demonstrated noncompliance with the Bingo Act, the administrative rules, and division directives.
- Decisions regarding inspection activities with licensees.

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

- Situations and decisions that have broad impact or are sensitive in nature.
- Situations and decisions that are not contemplated by policy or guidelines and require higher level intervention.
- Decisions that may set precedent.
- Decisions that require legal expertise.
- Decisions regarding possible illegal activity within licensee organizations and referral to outside agencies.

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.

Work is performed in the field. Sitting for long periods of time, standing, walking in and out of doors is often required. Driving long distances both during the day and night are often required. Lifting is sometimes required. There is potential for exposure to second-hand smoke at gaming events. 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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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 as a field inspector for the Charitable Gaming Division of the Bureau of State Lottery. Essential functions include reviewing licensee records and internal controls and ensuring accountability of funds and products; providing training and assistance to licensees; preparing reports and documentation; investigating complaints, and inspecting licensed suppliers, equipment and halls.

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

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

The Charitable Gaming Division of the Bureau of State Lottery licenses charitable organizations that engage in gaming activities and regulates the licensed charitable organizations to ensure that the organizations comply with all applicable regulatory and legal requirements, the administrative rules, and division directives by conducting inspections of licensee locations and operations, reviewing licensee records, and providing licensees with training. In addition, the position identifies licensee compliance problems and acts to document and correct areas of non-compliance. The position also identifies areas where licensees are losing money and makes recommendations to help licensees become profitable.

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.

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.

Alternate 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 investigative methods and techniques.
- Knowledge of laws, statutes, policies, and procedures related to the work.
- Knowledge of interviewing techniques.
- Knowledge of recordkeeping systems.
- Knowledge of report writing methods and procedures.
- Ability to conduct investigations and analyze findings in conjunction with applicable rules and procedures.
- Ability to provide testimony in courts of law or administrative hearings.
- Ability to observe critically and determine appropriate courses of action.
- Ability to conduct conferences to resolve disputes among parties.
- Ability to work as a member of a team.
- Ability to deal with potentially hostile situations.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Valid driver's license required

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