

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

Position Code

1. REGSPL2A15N

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 REGULATION SPECIALIST-2	10. Division Executive
5. Working Title (What the agency calls the position) Investigator	11. Section Office of Compliance
6. Name and Position Code Description of Direct Supervisor VOGEL, BENJAMIN J; STATE ADMINISTRATIVE MANAGER-1	12. Unit Security & Investigations
7. Name and Position Code Description of Second Level Supervisor ROSSO, JESSICA M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 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

This position serves as the staff specialist with statewide responsibility for Special Investigations along with Michigan Lottery's Ticket Discounting Prevention program for traditional lottery games (4-digit number) by retailers and players. Special investigations focus on the protection of identified threats to the integrity of the Lottery. The increase of Lottery sales, prizes, vendors, games and plate forms requires the specific focus and special expertise. This position is also responsible for the development and execution of plans to maintain and enhance maximum operational security of the Lottery's retailers and players in the operation of traditional draws games (4-digit). Other duties include Damaged Ticket Claims program, conducting complex investigations, conducting employee investigations and providing facility protection and operational security. These critical programs are critical to ensure that the Lottery's 10,000+ licensee retailers, who serve as sales agents are in compliance with the Lottery Act and Lottery Rule 432.6(c), 432.16(3), and 432.17(2) and the over million players/prize recipients are in compliance with the State of Michigan income reporting and payments.

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: 55

This position serves as the staff specialist with statewide responsibility for special investigations to protect the integrity of the Lottery.

Individual tasks related to the duty:

- Identify, evaluate, monitor, and investigate ticket discounting for traditional lottery draw games in violation of the Lottery Rules 432.6(c), 432.16(3), and 432.17(2) and state income reporting and payments.
- Assess security risks and weaknesses by comparing trends, data and systems information.
- Develop and recommend policy, guidelines, methods and equipment for response, monitoring and control of operational issues and weaknesses related to the traditional draw games and ticket discounting.
- Review and monitor traditional game proposals or changes, game promotions, retailer agreements, and licensing applications to identify risks and violators.
- Act as liaison with the Bureau's systems staff, developing and/or reviewing system audits or tasks.
- Investigate ticket claims, including damaged, ripped, mutilated, or compromised tickets, that are commonly complex, including tickets that may have been obtained by the claimant in a fraudulent manner.
- Conduct complex investigations of those who are not in compliance with Lottery rules, which may include coordination with multiple licensees, agencies, and other personnel.
- Carry out enforcement of the Lottery rule by researching complex data, examining records, surveilling, obtaining evidence, conducting undercover operations, and conducting interviews, including on-site inspections.
- Develop and coordinate undercover operations, devise a plan of action and educate other involved personnel on the plan and techniques to be utilized.
- Maintain safety precautions concerning all personnel involved during undercover operations. Ensure proper protocol is followed by all involved personnel.
- Maintain an advanced level of knowledge and understanding of laws, rules, policies, and procedures in order to make an informed independent decision when conducting field investigations and undercover operations.
- Complete detailed reports of undercover operation to fully document the details of the investigation. Obtain and review reports submitted by other personnel involved with the operation.
- Prepare written reports for presentation to appropriate personnel, which may include law enforcement, prosecutors, lottery administrators, or other government agencies. Act as a liaison with other state agencies who are provided with case findings.
- Continue to monitor individuals who were found to be non-compliant to ensure future compliance is maintained.

Duty 2

General Summary:

Percentage: 20

Conduct most complex investigations

Individual tasks related to the duty:

- Investigate the most complex of cases that may stem from research conducted during discounting tickets by retailers under the 20/20 Program and by players and the Damaged Ticket Claims programs.
- Responsible for investigating the most complex and high-profile security cases, including identifying and investigating cases of fraud in both the traditional and internet gaming platform. The investigations conducted in this capacity have grown in complexity with the addition of the internet gaming platform.
- Investigate high risk management designated investigations including investigations directly related to audit

findings, internal issues of fraud or theft, or otherwise.

- Present findings to other investigators.
- Instruct local, state, and federal agencies and other interested parties as to lottery law, rules, and regulations when coordinating with appropriate personnel during complex investigations.
- Testify as an expert witness at criminal or administrative proceedings related to lottery business where advanced and thorough knowledge of all aspects of lottery security is essential.
- Collect and analyze data and evidence while controlling the chain of custody.
- Conduct criminal background investigations and retrieve court records to support findings.
- Review accounting, financial, and inventory records.
- Prepare written reports for presentation to police agencies, prosecutors, court personnel, or lottery administrators.
- Coordinate with large chain retailer loss prevention agencies to assist with investigations.
- Review reports, publications, records, and other materials to collection information or evidence.
- Identify and cultivate sources of information which provide ongoing information relating to lottery issues.

Duty 3

General Summary:

Percentage: 10

Operational Security

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.
- Compare data and systems information to identify operational weakness or problems.
- Inspect lottery retailers, vendors, suppliers and contractors to determine compliance with statutes, rules and contracts.
- Review online gaming records and maintain an advanced knowledge of the system to successfully interpret and present data to outside sources for criminal investigations, etc.
- Conduct background inquiries on applicants for lottery employment, contractors, vendor employees, and retailers (sales agents); verify information submitted.
- Prepare written reports explaining findings or illustrating deficiencies; make recommendations for improvement.
- Maintain compliance with regulations for business applications such as ICHAT, and LexisNexis/Accurint, among others.
- Assist with meeting compliance with multi-state gaming operational requirements.

Duty 4

General Summary:

Percentage: 10

Internal Investigations and assist with FOIA

Individual tasks related to the duty:

- Perform pre-employment and periodic criminal history and driver license checks of Lottery employees.
- Conduct internal investigations in conjunction with the Office of Human Resources.

- Conduct interviews of witnesses and suspects.
- Gathers and secures physical evidence.
- Prepares written report findings.
- Perform surveillance on employees, if needed.
- Testify as a witness at criminal and/or administrative hearings.
- Research general compliance and security issues.
- Research laws, regulations, rules, policies, directives and procedures.
- Research game rules, drawing procedures, promotional offers, and other Bureau documentation.
- Assist the FOIA coordinator as needed.

Duty 5

General Summary:

Percentage: 5

Facility Protection

Individual tasks related to the duty:

- Investigate threatening communication received by Lottery. Coordinate with Michigan State Police to address threatening or harassing communication.
- 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 operation needs and revisions.
- Maintain facility security features; arm/disarm alarm functions; respond to emergency or other extraordinary situations (including off hours call-in).
- Obtain an advanced and thorough knowledge of safety and security measures and utilize them in everyday operations by presenting pertinent material to staff.
- Perform others duties as assigned.

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

Decisions during the course of an investigation. When conducting interviews via phone or in person, decisions on course of action have to made in response to statements made by retailers and players. These decisions may affect sanctions against a retailer and payment and/or prosecution of players.

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

Input required to clarify priority, impact, policy, procedure and recommend criminal or administrative action. Sensitive issues that have a significant and direct impact on operations, jeopardy to the integrity of the lottery, investigation timelines and priorities, change in policy and expenditure of funds.

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.

The position requires the employee to work in a normal office environment including sitting, standing, computer use and lifting 25 lbs while completing some of the duties assigned to the position. Other duties require the incumbent to travel extensively (including possible overnight travel) varied distances based on parking availability and undercover operations which at times may be in inclement weather. Position requires extensive travel requiring a valid driver's license. The position also requires the incumbent to have the ability to defend himself/herself in a possible adverse circumstance.

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?

The position is properly described in the preceding pages.

23. What are the essential functions of this position?

To provide complete security and investigative service to the Bureau of State Lottery, investigating offenses or other issues relating to the operation of the Lottery and its programs; to develop and operate the ongoing Ticket Discounting by retailers through the 20/20 Program and players and Damaged Ticket Claims program. This includes developing and operating a decoy program as well; assist with internal investigations pertaining to employees and contractors; maintain secure facilities and programs to support the Bureau's function.

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

Update to add assisting with FOIA requests and additional tasks to duty, no significant changes to position duties or tasks.

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

The Security and Investigations Section is responsible for investigating, auditing and inspecting violations of state law, administrative rules, policies, and procedures involving the lottery and its various programs, services, facilities, and personnel. The Section is also responsible for providing technical assistance to administration, retailers, contractors, criminal justice agencies, business representatives and others to assure the highest possible level of accountability to maintain the integrity of the Bureau of State Lottery games, products, programs, and services.

This position serves as a staff specialist with responsibility for conducting complex investigations. The position also conducts internal investigations. Other duties include Damaged Ticket Claims program and providing facility protection and operational security. This position also serves as the Lottery main contact for threatening communications received from the public targeting the Lottery and/or its employees working with the MSP as needed.

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 12**

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

Alternate Education and Experience**Regulation Agent 12**

Five years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Specialist 13 - 15

Four years of professional experience in regulation, including two years equivalent to a Regulation Agent P11 or Regulation Officer P11, or one year equivalent to a Regulation Agent 12 or Regulation Officer 12.

Alternate Education and Experience**Regulation Specialist 13 - 15**

Six years of experience as a State Police Detective Sergeant or equivalent may be substituted for the education and experience requirements. The determination of equivalent experience is based on a comparison of an applicant's experience and training to the experience and training, specifically as it relates to investigative training, of a Michigan State Police Detective.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of investigative methods and techniques, knowledge of interviewing and interrogation methods; ability to function independently; ability to conduct investigations and analyze findings in conjunction with applicable statutes or rules; ability to interpret and apply complex laws, procedures, rules and regulations; ability to maintain records; ability to prepare and deliver verbal and written reports and generate correspondence related duties; ability to analyze data and reports and draw conclusions; ability to deal with potentially hostile situations; ability to interact with public and co-workers in person and indirectly; ability to speak and write fluently and effectively; must be available for extensive and overnight travel. Advanced knowledge of history record database applications, including LexisNexis/Accurint and IChat, among other investigation resources, is required to complete complex investigations that may involve identifying multiple suspects, connections, and detection of fraud.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

A valid driver's license is 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