

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

Position Code

1. STUDASTE37R

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 STUDENT ASSISTANT-E	10. Division Sales
5. Working Title (What the agency calls the position) Student Assistant	11. Section Retailer Services
6. Name and Position Code Description of Direct Supervisor WOODWARD, DINA; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ROSSO, JESSICA; STATE DIVISON ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 101 E HILLSDALE ST; LANSING, MI 48933 / M-F; Varied hours between 7:45 am - 4:45 pm

14. General Summary of Function/Purpose of Position

This position serves as a member of the Retailer Services team providing support to the 800 phone line for the Bureau providing a variety of services for over 10,000 Lottery Retailers throughout Michigan. Interviews retailers, suppliers and other customers to determine the type of service needed (e.g. ticket validations, procedures, equipment malfunctions, cancelations, commissions, electronic transfers, license applications, adjustments, etc). Also assists Departmental Technicians in their daily duties.

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: 80

Performs a variety of sub-professional, semi-technical, semi-skilled licensing and retailer support activities.

Individual tasks related to the duty:

- Provides support to the Retailer Services 800 phone line by providing customer support in interviewing retailers, suppliers and other customers to determine the type of services needed (e.g. tickets validations, procedures, equipment malfunctions, cancelations, commissions electronic transfer, license applications, adjustments, etc).
- Answers questions regarding Bureau Rules, Regulations, Policies and Procedures.

Duty 2

General Summary:

Percentage: 10

Enters Charity Game Ticket orders from Charitable Gaming Suppliers, and various other duties as assigned.

Individual tasks related to the duty:

- Take phone calls from Charitable Gaming Suppliers and enter order request for Charity Game Tickets.

Duty 3

General Summary:

Percentage: 10

Performs various other duties as assigned, performs special assignments or projects as assigned.

Individual tasks related to the duty:

- Other duties er as assigned.

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

Decisions need to be made to determine actions that are appropriate and within departmental policies/procedures.

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

Any significant deviation from policy, procedures and/or practices of the Department and when procedures are unclear or unavailable. Managerial and HR Office input is required for hiring and reallocation and matters concerning highly sensitive issues.

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 normally in an office setting; requiring sitting, standing, working at a computer and lifting less than 25 lbs. Excellent communication skills including grammatical skills. The duties require the incumbent to sit for extended periods of time while using a computer and a telephone.

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. |

N Approve time and attendance.

N 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?

Yes.

23. What are the essential functions of this position?

This position assists in providing customer support for the Retailer Services 800 phone line. Providing a variety of services to Lottery retailers and other customers throughout Michigan. Inquiries must be handled quickly and accurately to accomplish the Bureau's mission of generating revenue, providing quality entertainment and ensuring overall integrity. Excellent attendance is essential to the position.

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

Added duties to position include the entering of the Charity Game Ticket orders from Charity Gaming Suppliers and support of the Retailer Services 800 phone line. Duties which have been eliminated from previous PD include contacting retailers to inform them of the new agent number/passcode and verifying retailer info and run in-activated book report and follow-up with retailers to activate books.

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

There are two primary functions within the Retailer Services Section. 1) Retailer Licensing and 2) Retailer Support Call Center. Retailer Licensing handles all new license applications, annual license renewal, ownership change requests for current Retailers, imposing disciplinary actions on Retailers for license violations, and ensuring the applicable Lottery fees are assessed. Retailer Support Call Center provides telephone 800 phone support, handles adjustment requests, call retailers to activate ticket packs, manages the requests for additional equipment, external/internal moves, and accesses the applicable fees associated. The Retailers Services Section supports the Sales Division's initiative to maximize state revenue for the State Schools Aid Fund through the sale of Lottery Products. Customer service is a very important aspect of this work area. As a front line representative of the Bureau, this position must appropriately handle a variety of issues and perform a number of daily responsibilities in order to maintain strong customer relations.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate effectively.
- Ability to maintain favorable public relations.
- Ability to use a computer, telephone, fax machine, printer, copier, scanner, shredder, and other office equipment.
- Knowledge of the techniques of interviewing and of obtaining information.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

The student must provide evidence of enrollment or acceptance to an educational institution.

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