

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

Position Code 1. HUMRDEVA

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 Human Resources Developer-A	10. Division Sales
5. Working Title (What the agency calls the position) Sales Trainer	11. Section Sales Management
6. Name and Position Code Description of Direct Supervisor PAYNE, TIFFANY J; STATE BUREAU ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor FROEHLICH, JOSEPH T; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 101 E Hillsdale St. Lansing, MI 48933 / Monday - Friday; 7:45 am - 4:45 pm (may vary)

14. General Summary of Function/Purpose of Position

This position serves as the recognized resource responsible for the establishment, administration and evaluation of the Michigan State Lottery (MSL) Sales Division training program, developing comprehensive program plans and materials, and evaluating and researching training records, topics, products, and testing and assessment protocols to enhance the skills, knowledge and performance of the Sales team, including Claim Center staff. This position will provide oversight and guidance regarding new products, promotions, initiatives, industry trends and best practices and will serve as technical advisor as it relates to training, administrative and/or operational issues. The position will develop and conduct assessment techniques to determine training needs and assist in implementing and evaluating the training program, perform research and analysis to identify emerging trends and best practices, and develop initiatives for training techniques. This position will analyze on-going training program operations, recommend program policies and procedures and develop detail reports to present information to Executive staff regarding program effectiveness, deficiencies, industry developments and new initiatives. This position will develop and implement a training audit process and procedures to evaluate and identify opportunities for improvement among retail visibility, accessibility, merchandising quality and staff engagement. The position will provide technical guidance to correct issues and make recommendations for improvements based on observation of practical application of training initiatives.

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: 65

Serve as the recognized resource for developing training and resource information for MSL personnel located within the Sales Division.

Individual tasks related to the duty:

- Establish, administer and evaluate the Sales training program, recommend program policies, procedures and new initiatives and design forms.
- Develop comprehensive training program materials including manuals, handbooks, demonstration models, multimedia visual aids, reference guides and handouts.
- Evaluate and audit training records, training topics, products, testing and assessment protocols, feedback regarding training effectiveness to identify deficiencies.
- Conduct follow-up with the staff to review and address all findings from the audit.
- Provide oversight and guidance to the sales team and claim center staff regarding new products, promotions, initiatives industry trends, best practices.
- Serve as technical advisor to the sales team and claim center staff on any training, administrative and/or operational issues.
- Prepare detailed reports and present information to Executive staff assessing training effectiveness and deficiencies, industry developments, and new initiative recommendations.
- Analyze on-going training program operations and recommend program modifications to achieve greater effectiveness.
- Perform research and analysis to maintain a keen understanding of training trends and industry developments.
- Develop and conduct assessment techniques to determine needs and assist in planning, implementing and evaluating training and information resources and recommend improvements.
- Conduct and facilitate training sessions on new products, promotions, initiatives industry trends, best practices.
- Facilitate the onboarding process for new Sales division staff members.
- Conduct internal training sessions, workshops, conferences and seminars on best practices and procedures, rules, and regulations.
- Communicate training plans and expectations to management throughout the entire lifecycle of the project.
- Develop initiatives for the techniques of training, recommend alternative strategies to better assess and present training information.
- Evaluate training and materials and recommend acquisition of external training assistance.
- Conduct research, analyze information, and prepare reports and correspondence related to the work, including assessment of training methods.
- Maintain training documentation, tracking sheets, best practices, policies and procedures, and identify the need for new training materials as appropriate.

Duty 2

General Summary:

Percentage: 25

Establish and implement a training audit process to evaluate and pinpoint improvement areas among retail visibility, accessibility, merchandising quality, and staff engagement across the MSL retail network.

Individual tasks related to the duty:

- Develop and administer audit process and procedures, create checklist and survey questionnaire focused on store visibility, merchandising, signage, and retail execution.
- Create comprehensive reports to document issues and establish a baseline for further monitoring.
- Identify areas of weakness in training program and provide written and technical guidance to staff and retailers to correct issues and meet requirements.
- Make recommendations based on observation of practical application of training initiatives, standards, products, testing assessment protocols, policies and procedures.
- Conduct retail field visits and in-person surveys.
- Identify MSL equipment placement opportunities.
- Evaluate effectiveness of MSL retail marketing materials including, but not limited to banners, flyers, signs, instant ticket displays, etc.
- Utilize audit results to create training materials.

Duty 3

General Summary:

Percentage: 10

Performs all other duties as needed to contribute to the overall operation of the Michigan State Lottery.

Individual tasks related to the duty:

- Other duties as assigned by the Deputy Commissioner of Sales.

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

Decisions in the establishment and administration of the sales training program, decisions in the development of comprehensive training program materials, and decisions in providing oversight to staff. Decisions identifying trends and training needs, developing initiatives for training techniques, and decisions related to developing assessment techniques. Decisions in establishing the training audit process and identification of deficiencies.

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

Decisions where goals and/or objectives require establishing new or interpretation especially with policies, procedures, administrative rules or laws and decisions affecting MSL budget or expenditures of funds, extremely sensitive, significant or have a direct impact on operations.

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, working at a computer and lifting less than 25 lbs. The position requires travel to MSL Regional offices and on-site retail visits to perform job duties.

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 pages.

23. What are the essential functions of this position?

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

Position establishment

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

The MSL Sales division executes strategies developed by the Marketing team in effort to maximize contributions to the State of Michigan's net to the School Aid Fund.

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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 any major.

EXPERIENCE:

Human Resources Developer 12

Three years of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer, including one year equivalent to a Human Resources Developer P11.

Alternate Education and Experience

Human Resources Developer 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the principles and techniques of staff development, training, and sales programs.
- Knowledge of the theories of learning and motivation.
- Thorough knowledge of planning and evaluating training and sales programs.
- Thorough knowledge of various training and instructional materials and their uses.
- Ability to prepare and select training and program materials.
- Ability to communicate effectively with others and maintain favorable public relations.
- Ability to evaluate and assess staff development, training, and other programs, and recommend methods of improvement.
- Ability to plan, develop and conduct training sessions, workshops, conferences, seminars, and programs regarding staff development, training, and other programs.
- Ability to maintain records and prepare reports and correspondence related to the work.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid drivers 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