

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. HUMRDEVE

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-E	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 will coordinate and implement the Michigan State Lottery (MSL) Sales Division training program, developing program materials and resource information to enhance the skills, knowledge and performance of the Sales team, including Claim Center staff. This 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, procedures and new initiatives and design training materials. This position will conduct retail field visits to evaluate and identify areas of improvement among retail visibility, accessibility, merchandising quality and staff engagement. The position will develop an audit checklist and survey questionnaire and analyze audit results to assist in creating training materials.

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

Responsible for developing training and resource information for MSL staff within the Sales division.

Individual tasks related to the duty:

- Plan, develop and evaluate the Sales training program, recommend program policies, procedures and new initiatives and design forms.
- Create materials including manuals, handbooks, demonstration models, multimedia visual aids, reference guides and handouts.
- 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.
- Review training records and identify deficiencies.

Duty 2

General Summary:

Percentage: 25

Conduct retail field visits 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:

- Create audit checklist and survey questionnaire focused on store visibility, merchandising, signage, and retail execution.
- Conduct in person surveys with retailers.
- Analyze audit results and report findings to management.
- 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

Perform 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 identifying trends and training needs, developing initiatives for training techniques, developing training program materials and decisions related to developing assessment techniques.

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 preceding pages.

23. What are the essential functions of this position?

This position will coordinate and implement the Michigan State Lottery (MSL) Sales Division training program, developing program materials and resource information to enhance the skills, knowledge and performance of the Sales team, including Claim Center staff. This 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, procedures and new initiatives and design training materials. This position will conduct retail field visits to evaluate and identify areas of improvement among retail visibility, accessibility, merchandising quality and staff engagement. The position will develop an audit checklist and survey questionnaire and analyze audit results to assist in creating training materials.

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 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 9

No specific type or amount is required.

Human Resources Developer 10

One year of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer.

Human Resources Developer P11

Two 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 10.

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:

- Knowledge of planning and evaluating training and sales programs.
- Knowledge of various training and instructional materials and their uses.
- Knowledge of the methods of conducting training sessions.
- Ability to prepare and/or select training and program materials.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.
- Ability to evaluate and assess staff development, training, and other programs, and recommend methods of improvement.
- Ability to maintain records, and prepare reports and correspondence related to the work.

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

