

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

Position Code

1. STUDASTEQ99N

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)
4. Civil Service Position Code Description Student Assistant-E	10. Division Executive
5. Working Title (What the agency calls the position)	11. Section Security & Investigations
6. Name and Position Code Description of Direct Supervisor BEN VOGEL; STATE ADMINISTRATIVE MANAGER-1	12. Unit Compliance & Legal Affairs
7. Name and Position Code Description of Second Level Supervisor JESSICA MULLIN; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 101 E Hillsdale, Lansing, MI 48933 / Varied between the hours of 7:45 am - 4:45 pm; M-F

14. General Summary of Function/Purpose of Position

This position performs various office duties as needed to assist investigators and the Security Director. Duties include processing intake and assignments of complaints, creating reports, directing emails to appropriate staff, providing phone support and investigative support to the section.

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: 50**

Assist with the intake of complaints, creation of written reports, and record maintenance.

Individual tasks related to the duty:

- Receive complaints (reports) via telephone, mail, fax, email, in person, or any other channel of communications pertaining to stolen tickets, missing packs, rule violations, and criminal violations.

Duty 2

General Summary: **Percentage: 40**

Provide investigative support to Security & Investigations Section.

Individual tasks related to the duty:

- Provide initial research into all claims received to the office and determine if the claims need additional documents before assigning to an investigator.
- Provide support for investigators for special assignments, or specific investigator needs.

Duty 3

General Summary: **Percentage: 10**

Perform other duties as assigned.

Individual tasks related to the duty:

- Operate office equipment such as copy machines, facsimile (fax) transmission device, network printers, scanners. For use in daily tasks
- Assist Security staff with basic technological needs (database, ES system, etc.)
- Perform any other tasks assigned and related to the office needs.
- Monitor camera feeds for main office and claim centers.

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

Determination of appropriate action in response to events and inquiries based on past practice. In as much as work is performed in a key area the need for confidentiality on some matters and the need for correct and accurate information on all matters is imperative. Misinformation could be damaging to the Bureau and the State. Such events or inquiries can have impact on the Bureau, a licensee, a vendor or contractor, employees or others and may compromise the integrity of Bureau operations.

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

When guidelines or procedures are not available and a decision may set precedent or aggravate a situation.

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.

Significant amount of time is spent utilizing computer and telephone equipment. The work is primarily performed in an office environment. This environment is normally pleasant with minimal physical demands, but there can be emotional demands especially with a client citizen who believes a department police or finding is incorrect or those who believe that they have

not received the services they should. The telephone traffic is demanding on occasion.

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?

Yes.

23. What are the essential functions of this position?

This position serves as backup for the main office support for Lottery Security. This includes answering the phone to receive all calls which include complaints from players-retailers, receiving stolen ticket reports from retailers and processing paperwork required for the retailer stolen ticket reimbursement program and missing packs. This position also processes the intake and assigning of claim to the investigators. This position also provides main office support related to daily duties including ticket authentication, maintaining the case database, video surveillance system monitoring and assisting office personnel as needed. This position also serves as a backup to the Compliance Specialist for criminal background checks. This position also provides a wide range of support to the investigators related to reporting and research.

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

N/A

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

Lottery Security is responsible for maintaining the integrity of all lottery games, prize payments, and internal operations by systematically developing and implementing controls to prevent abuse. These controls are both proactive and reactive. The work area is responsible for investigating alleged violations of state and federal law, administrative rules and policies and procedures involving lottery operations. Such investigations may include fraud, theft, embezzlement, counterfeiting, false pretenses, unlicensed sales activity, sales to minors, and other prohibited conduct on licensed premises.

Since many investigations require field activity, this position will be primarily responsible as the backup for receipt of initial complaints (intake), the complete and proper recording of that information, collecting information relating to the offense alleged, and dissemination of the information. In addition, this position will assist in investigations when needed with research and reporting.

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

EDUCATION:

Current enrollment in a post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

This position requires strong communication and organizational skills. In addition, strong PC and database skills, specifically, Word, Excel and Access. Communicate effectively and maintain favorable public relations. Attention to detail, accuracy, and timeliness; maintain confidentiality; effectively communicate orally and in writing; follow verbal and written instructions and establish effective working relationships with fellow employees, supervisor, and public.

CERTIFICATES, LICENSES, REGISTRATIONS:

None 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.

None.

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