



# Lottery Ticket Sales Supervisor

## 358-726-9080-913

We're looking for energetic, creative, and talented employees to join our dynamic organization! We are a result driven sales and marketing organization that contributes over \$1 billion to public education every year. If you are looking for an opportunity to make a difference and you are motivated to use your knowledge and experience to build a challenging and satisfying career – look no further! The Lottery strives to create a work environment that supports the growth and development of its employees and recognizes the contribution of each individual. We also offer a variety of development opportunities for our staff, on-site security, on-site restaurants, Golden One ATM, and free parking. What are you waiting for? Apply today!

### Salary

\$3,616 - \$4,531

### Final Filing Date

March 30, 2017

**Applications postmarked after the Final Filing Date will not be accepted.**

### Position Number

358-726-9080-913

Reference the above position number in the “Job Title” section of the State application

### Questions About the Job

[careers@calottery.com](mailto:careers@calottery.com)

(916) 822-8419

### Position Location

Sales & Marketing Division  
Scratchers® Inventory Management Center  
700 North 10<sup>th</sup> Street (off Richards Blvd.)  
Sacramento, CA 95811

### Send Application To

California State Lottery  
Attn: Human Resources Division (726)  
P.O. Box 2630  
Sacramento, CA 95812-2630

### Who Should Apply

Applicants must have current list eligibility for appointment to this class, or be a State employee who has transfer eligibility, Training and Development Assignment or is currently in the Lottery Ticket Sales Supervisor classification. Applications will be screened for eligibility and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions.

### Duties

Under the general supervision of the Staff Services Manager I, the Lottery Ticket Sales Supervisors responsibilities include but are not limited to:

- Plan, organize, direct and coordinate the daily workload within the unit.
- Review, research, interpret, and apply to ensure all necessary sales analysis information and related materials are available to the Lottery Ticket Sales Specialists and Senior Lottery Ticket Sales Specialists.
- Evaluate and resolve complex sales and inventory issues through the monitoring of staff workload to ensure deadlines are met; makes determinations based on the number of scheduled and shortage calls.
- Understands policies and procedures governing the operation of the California State Lottery; develops, implements, and maintains desk manuals.
- Understands methods, wholesale sales techniques, practices, and terminology used in the sale and marketing of Lottery products to develop sales goals and priorities. Analyzes daily reports and ticket distribution to anticipate sales trends and depletion of inventory of games.
- Provide on-going consultation to staff to minimize stock shortages to retailers. Monitors unconfirmed and inactivated orders; resolves appropriately. Develops methods to measure sales activity within the retailer network.
- Develops, implements, and assist in training programs for all staff assigned to the unit.
- Responsible for resolving staff problems and concerns.
- Performs Personnel Management of attendance records, approve time off requests, performance evaluations, and recommends corrective measures when necessary.

### Desirable Qualifications

Competitive applicants applying for this position will have:

- Ability to review, research, interpret, and apply appropriate laws, rules, regulations, and policies of the State of California.
- Ability to motivate staff and develop the skills of staff.
- Ability to establish and maintain good relationships with retailers, staff, and vendors; Communicate effectively at a level required for successful job performance.
- Understand and fulfill supervisory responsibilities under the Ralph C. Dills Act in order to resolve supervisory problems.
- Ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

Equal Opportunity Employer: The State of California is an equal opportunity employer to all regardless of age, ancestry, color, disability (mental & physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

Background Investigation: The California State Lottery Act provides that no person may be hired as an employee of the Commission if that person has been convicted of a felony or any gambling related offense. A background check will be required.