



LOTTERY MANAGER (SALES) Recruitment #11E699-00101828-1PB08

Department(s):	California State Lottery
Opening Date:	7/29/2011 8:00:00 AM
Closing Date:	Continuous
Cut-off Date:	4/26/2016
Type of Recruitment:	Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$4,837.00 to \$5,835.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide
Location(s):	Fresno Hayward Sacramento San Bernardino San Diego Santa Ana Santa FE Springs South San Francisco Van Nuys

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EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for

twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Final File Date: Continuous

How to Apply: Please refer to the instructions at the bottom of this bulletin to take this examination.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need assistance, please contact:

State Personnel Board
Examination Services Program
801 Capitol Mall
Sacramento, CA 95814
(866) 844-8671, TTY (916) 654-6336

California Relay Service: (800) 735-2929 (TTY), (800) 735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established for California State Lottery department. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established; competitors must then retest to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

MINIMUM QUALIFICATIONS

Possession of a valid driver license of the appropriate class (Class C) issued by the Department of Motor Vehicles. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

AND

EITHER I

One year of experience in the California state service performing sales-related duties at a level of responsibility equivalent to a Key Accounts Specialist, California State Lottery.

OR II

Two years of experience in the California state service performing the duties of a District Sales Supervisor, California State Lottery.

OR III

Three years of experience in the California state service performing the duties of a District Sales Representative, California State Lottery.

OR IV

Experience: Five years of increasingly responsible wholesale sales experience establishing and servicing accounts, at least two years of which shall have included supervising a sales staff. (Experience in the California state service applied toward this requirement must include three years of experience performing the duties of a District Sales Representative, California State Lottery, or two years of experience performing the duties of a District Sales Supervisor, California State Lottery, or one year of experience performing sales-related duties at a level of responsibility equal to a Key Accounts Specialist, California State Lottery.) AND

Education: A Bachelor's Degree in Business Administration or closely related field.

(Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

EXAMINATION INFORMATION

Online Training & Experience - Weighted 100%

The examination will consist of a Training and Experience Evaluation, which is the sole component of the Lottery Manager (Sales) exam. To obtain a position on the eligible list, a minimum score of 70% must be attained. An applicant will receive his/her score upon completion of the Training & Experience Evaluation, which is based on the knowledge and abilities listed below.

[Click HERE for a preview of the exam questions.](#)

KNOWLEDGE AND ABILITIES

Knowledge of:

- The principles and practices of marketing and merchandising to maximize product sales.
- Point-of-sale materials and display techniques for optimal placement and visibility to enhance public awareness.
- Sales route planning to efficiently assign sales staff.
- Sales division goals and policies to effectively communicate them to staff.
- The demographics of the district and assigned territories in order to establish effective retailer locations based upon sales trends.
- Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
- Basic human resources functions to oversee office/field staff in carrying out personnel issues.
- Bargaining unit agreements and Equal Employment Opportunity (EEO) provisions to address performance issues.

Ability to:

- Analyze marketing data and recommend a variety of methods to increase sales.
- Make persuasive sales presentations to prospective retailers to gain their commitment to the sale of products.
- Delegate work assignments to the appropriate staff level.
- Evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.
- Lead and educate staff to maximize productivity and accomplish program objectives in a timely manner.
- Coach and mentor staff to improve performance, productivity, expertise, and promote upward mobility.
- Educate and train staff to ensure successful implementation of programs and policies.
- Manage a complex program to ensure successful execution of departmental goals.
- Work and make key decisions independently to maximize the sales potential in an assigned district.
- Establish priorities and maintain service levels in the office/field within the sales district.
- Work on multiple sales/marketing assignments while adhering to appropriate timelines.
- Evaluate problems and issues relating to office/field/district programs, procedures, processes, and/or policies.
- Develop contingency plans to adjust workloads and resource availability, including staffing, budgets, and inventory.
- Communicate effectively with staff to ensure comprehension of departmental policies and procedures.
- Ability to utilize presentational tools (e.g., charts, PowerPoint) to convey status of programs and activities with staff and upper management.
- Conduct and facilitate meetings and work groups to accomplish program objectives.
- Read and comprehend written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, analytical reports, and printouts.
- Communicate effectively to gain and maintain the confidence of retailers and the public.
- Develop strategies and tactics and determine logistical needs from concept to execution in support of upper management at the field level.
- Perform basic mathematical calculations to prepare various project sales reports and summaries.

BENEFITS

To learn more about the comprehensive benefit package please visit <http://www.calpers.ca.gov> .

VETERANS PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

DISTINGUISHING CHARACTERISTICS

SPECIAL PERSONAL CHARACTERISTICS

Possession of integrity, honesty, tolerance and tact, maturity and reliability; awareness and acceptance of the various ethnic and cultural differences; a neat personal appearance; willingness to travel and to perform work requiring irregular hours and satisfactory record as a law-abiding citizen.

CONTACT INFORMATION

If you have any questions concerning this examination or announcement, please contact:

State Personnel Board
801 Capitol Mall
Sacramento, CA 95814
(866) 844-8671

Telephone Communication Service for the Deaf/Hearing Impaired: California Relay Service, From TDD: (800)735-2929, From Voice (800) 735-2922.

SPECIAL REQUIREMENTS

FELONY DISQUALIFICATION

Pursuant to Government Code Section 8880.71, persons convicted of a felony and any gambling-related offense are disqualified from employment with the California State Lottery and are, therefore, not eligible to be examined for, or appointed to, positions in this class.

BACKGROUND INVESTIGATION

Pursuant to Government Code Section 8880.32, all persons successful in the examinations for this class shall be required to undergo a thorough investigation prior to appointment.

DISCLAIMER

Please click on the link below to review the official class specification:

<http://www.dpa.ca.gov/textdocs/specs/s1/s1828.txt>

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

California State Lottery reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and

all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

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Once you click on the link below, you will be directed to the 'Examination Information' page, click continue to the 'Agreement' page and continue again to the 'Create a User ID' page. Upon creating your user id and password, you will be directed to the 'Equal Employment Opportunity (EEO) page, the 'Exam Application' page, the 'Minimum Qualifications' page, and the Training & Experience Exam. Once you click 'Score My Exam, you will receive a Confirmation Notice and will not be able to update your responses. Your results will not post to your 'Profile' until 4-5 business days. If your results are not posted at that time, please contact the Exam Analyst at the State Personnel Board (SPB) @ 866-844-8671.

[Click HERE to go to the Internet Examination for Lottery Manager \(Sales\), California State Lottery](#)

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