## KEY ACCOUNTS SPECIALIST

**SALARY** $4,400 - $5,348

### SPOT EXAMINATION:
Sacramento • Los Angeles • Bay Area

### WHO SHOULD APPLY
Applicants who meet the minimum qualifications as stated below.

This is an open non-promotional examination.

### HOW TO APPLY
Submit a completed Examination and/or Employment Application (STD 678), which can be obtained at any state agency personnel office, the State Personnel Board, or download from [www.spb.ca.gov](http://www.spb.ca.gov).

All applicants must include “from” and “to” employment dates (month/day/year), time base, civil service classification title(s) and range(s).

Résumés containing additional information may be submitted with the STD 678.

### FINAL FILING DATE
August 8, 2012

### SUBMIT APPLICATION TO
California State Lottery
Human Resources Division
Attn: Armista Tantarelli
P.O. Box 2630
Sacramento, CA 95812-2630

### EXAMINATION DATES
It is anticipated that Qualifications Appraisal Interviews will be held during **September/October 2012**.

### SPECIAL TESTING INFORMATION
If you have a disability that requires accommodation, mark the appropriate box on the STD 678. You will be contacted to make specific arrangements.

### MINIMUM QUALIFICATIONS
Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either” I, “or” II, “or” III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

All applicants must meet the education and/or experience requirements for this examination by the final filing date. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either” I, “or” II, “or” III, etc. to meet 100% of the overall experience requirements.

**Education:** A Bachelor’s Degree in Business Administration or a closely related field. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) **AND**

**Experience:** Two years of increasingly responsible sales management experience performing duties in one or a combination of the following:

1. Establishing, developing and maintaining major new customer accounts;
2. Developing marketing plans, strategies and promotions and making sales presentation to clients;
3. Sales management with emphasis on wholesale or distribution sales.
Note: Possession of a valid driver license of the appropriate class 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.

Special Personal Characteristics: Possession of integrity, honesty, tolerance and tact, maturity, and reliability; awareness and acceptance of the various racial, ethnic and cultural differences; willingness to work with the broad social spectrum of society; willingness to travel and to perform work requiring irregular hours; ability to qualify for a security bond.

Knowledge Of: Sales and marketing procedures at high corporate levels; principles and practices of product marketing; sales regulations and policies governing the operation of the California State Lottery.

Ability To: Make persuasive presentations to executive level clients of major retail companies and close large sales orders; design and present marketing displays and promotional strategies; resolve problems amicably; communicate effectively; develop and maintain good working relationships with marketing executives, the public and staff.

### POSITION DESCRIPTION
This is the full, professional journey level in this series. Key Accounts Specialists serve as liaisons between the Lottery and executive levels of major organizations, such as presidents, marketing and operations officers, regional and zone managers, to secure their participation as Lottery retailers. Incumbents service key account organizations on a regular basis. In a geographic area, the Key Accounts Specialists solicits new key accounts, analyzes performance results and initiates corrective action. Key Accounts Specialists are responsible for independent problem solving within their assigned accounts.

### EXAMINATION INFORMATION
This examination will consist of a Qualifications Appraisal Interview (QAP) weighted 100%, which may include a written portion. For the written portion, competitors will be allowed ample time prior to the QAP. Competitors may be provided access to a computer and/or calculator, when applicable. The written portion will be considered as a segment of the QAP and will be combined with a number of pre-determined job-related questions, weighted 100%. In order to obtain a ranking on the eligible list, a minimum rating of 70% must be attained in this examination.

Competitors who do not appear for the interview will be disqualified from this examination.

### ELIGIBLE LIST INFORMATION
A departmental eligible list will be established for the California State Lottery. Lists are established by competitive examinations. Eligible lists will expire after 12 months, unless otherwise stated on this bulletin. Candidates will only be notified of a change if prior to 12 months from the list date.

### GENERAL INFORMATION
**Veterans Preference:** California law allows granting of veterans preference credit in entrance level Open and Open, Non-promotional exams. Directions for applying for veteran’s preference credit are on the Veterans Preference Application (Form 1093) which is available on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov). Veterans’ preference credit will not be granted in this examination since it does not qualify as an entrance level examination under law.

**Career Credits:** Career credits are granted only in Open, Non-promotional examinations without a SPOT location. Three points are added to the final test score of those candidates who meet the criteria and who pass the examination.

**Felony Disqualification:** Pursuant to Government Code Section 8880.71, persons convicted of a felony or gambling related offense are not eligible to be examined for or be appointed to any position with the California State Lottery.

**Background Investigation:** Pursuant to Government Code 8880.38, all persons successful in an exam for this class shall be required to undergo a thorough background investigation prior to appointment with the California State Lottery.

**It is the candidate’s responsibility** to contact the California State Lottery, Human Resources Division at (916) 822-8158 four weeks after filing his/her application if he/she has not received his/her notice to appear for this examination. If a candidate’s notice of testing fails to reach him/her prior to the day of the test due to verified postal error, he/she will be rescheduled upon written request.

**If you meet the requirements** stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. Your performance in this examination will be compared to the Knowledge, Skills, and Abilities required for this classification. All candidates who pass the examination will be ranked according to their scores.

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

**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. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE 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.**

**FOR CURRENT CA LOTTERY EXAMINATION INFORMATION CALL (916) 822-8158**

California Relay Service for the Deaf or Hearing Impaired: 1-800-735-345-4275