Promotional Exam Bulletin

LOTTERY TICKET SALES SUPERVISOR
SALARY $3,358 - $4,085

Final Filing Date
November 20, 2012

Exam Date
December 2012

Submit Application To
California State Lottery
Human Resources Division
Attn: Brenda Ruiz
P.O. Box 2630
Sacramento, CA 95812-2630

Who Should Apply
Persons who meet the minimum qualifications as stated below. This is a promotional exam. Competition is limited to California State Lottery employees. Applicants must have a permanent civil service appointment with the California State Lottery by the above listed final filing date in order to take this exam. Under certain circumstances, former California State Lottery employees may be allowed to compete under the provisions of Rule 235 OR must be: 1) a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; OR 2) a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; OR 3) a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorable discharged from active duty as defined in Government Code § 18991.

NOTE: Applicants applying under Government Code § 18991 must provide documentation of retirement or honorable discharge from the United States Military.

How To Apply
Submit a completed Examination and/or Employment Application (STD 678). All applications must include “from” and “to” employment dates (month/day/year), time base, civil service classification title(s) and salary range(s). Résumés containing additional information may be submitted with the STD 678.

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, to 700 North 10th Street, Sacramento, CA 95811.

Special Testing Information
If you have a disability that requires accommodation, mark the appropriate box on the Form STD 678. You will be contacted to make specific arrangements.

Exam Information
This exam will consist of a Qualifications Appraisal Panel (QAP) Interview. The QAP interview will consist of a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in this exam.

Position Description
Positions at this level supervise a group of Lottery Ticket Sales Specialists and Lottery Ticket Sales Senior Specialists that are responsible for sales analysis and review of individual location sales trends that will determine accurate Scratchers® ticket inventory needs and the development of Scratchers® ticket orders for the Lottery’s retailer network. The Lottery Ticket Sales Supervisor compiles statistics;
prepares status reports; makes presentations and participates in meetings with other Lottery staff; provides consultation to sales division management; and assists sales division management in the implementation of program goals, objectives, and policies.

**Minimum Qualifications**

**Experience**

Either I

One year of experience in the California state service performing duties comparable to those of a Lottery Ticket Sales Senior Specialist.

Or II

Two years of experience in the California state service performing duties comparable to those of a Lottery Ticket Sales Specialist.

Or III

Three years of experience as a full-time supervisor in a wholesale sales operation, one year of which must have been in inventory management. (Experience in the California state service applied toward this requirement must include one year of experience in a class performing duties comparable to those of a Lottery Ticket Sales Senior Specialist, or two years in a class performing duties comparable to those of a Lottery Ticket Sales Specialist.)

**Knowledge Of**

Wholesale sales techniques; inventory management; sales promotion techniques; solicitation of sales by telephone; basic arithmetic calculations; modern office methods, equipment, procedures; principles of effective supervision; a supervisor’s responsibility for promoting equal employment opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment; appropriate laws, rules, regulations, and policies of the State of California.

**Ability To**

Review, research, interpret, and apply sales inventory data to create and develop customized retailer orders; communicate effectively at a level required for successful job performance; make accurate and timely arithmetic calculations; follow directions, methods, practices, and terminology used in the sale and marketing of Lottery products; understand policies and procedures governing the operation of the California State Lottery; establish and maintain good relationships with retailers, co-workers, and vendors; evaluate and resolve complex sales and inventory issues; and work independently with minimal supervision; plan, organize, direct, and evaluate the work of employees; assess employee training needs; develop the skills of staff; motivate others; resolve supervisory problems; understand and fulfill supervisory responsibilities under the Ralph C. Dills Act; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; apply appropriate laws, rules, regulations, and policies of the State of California.

**Eligible List Information**

A departmental promotional list will be established for use by the California State Lottery. The list will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Candidates will only be notified of a change if prior to the 12 month expiration date.

**General Information**

**Career Credits:** Career credits are not granted in promotional examinations.

**Veterans Preference:** Veterans preference points are not granted in promotional examinations.

**Background Investigation:** Pursuant to Government Code Section 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.

**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 to be appointed to any position with the California State Lottery.

**General Qualifications:** Candidates should possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

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 the exam. If a candidate's notice of testing fails to reach him/her prior to the day of the exam due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available** at the California Department of Human Resources (CalHR) or on their website at [www.calhr.ca.gov](http://www.calhr.ca.gov), local offices of the Employment Development Department, and any California State Lottery district office.

*If you meet the requirements* stated on this bulletin, you may be eligible to take this exam, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in this exam will be compared to the Knowledge, Skills and Abilities required for this classification. All candidates who pass the exam will be ranked according to their scores.

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

**California State Lottery > Human Resources Division**  
700 North 10th Street > Sacramento, CA 95811  
Main Line (916) 822-8158 > From TDD Phones: 1-855-591-5776