



LOTTERY MANAGER (SALES)

Agency Code: E699 - Exam Code: 1PB08 - Class Code: 1828

Department(s):	California State Lottery
Opening Date:	7/29/2011 8:00:00 AM
Final File Date:	Continuous
Type of Examination:	Departmental Open
Salary:	\$5,087.00 to \$6,283.00

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

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.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and/or need special testing arrangements you will be able to request a reasonable accommodation during the filing and self-scheduling process.

If you have questions, please contact:

California Department of Human Resources Selection Division

1-866-844-8671

California Relay Service (7-1-1)

Telecommunications Device for the Deaf (TTY) (916) 654-6336

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.)

Definition of Terms:

Wholesale Sales- For recruitment purposes, wholesale is defined as selling a product or services to a business (business to business sales).

Establishing and Servicing Accounts - Persons who may be considered as having experience in establishing and servicing wholesale accounts are both those who sell wholesale to retail establishments or small businesses.

Examples of Accepted Experience:

Generally accepted experience includes, but is not limited to, professional sales experience acquired through such industries as: medical equipment sales, pharmaceutical sales, insurance brokerages, banking and other business-to-business sales activities.

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:

1. The principles and practices of marketing and merchandising to maximize product sales.
2. Point-of-sale materials and display techniques for optimal placement and visibility to enhance public awareness.
3. Sales route planning to efficiently assign sales staff.
4. Sales division goals and policies to effectively communicate them to staff.
5. The demographics of the district and assigned territories in order to establish effective retailer locations based upon sales trends.
6. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
7. 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:

1. Analyze marketing data and recommend a variety of methods to increase sales.
2. Make persuasive sales presentations to prospective retailers to gain their commitment to the sale of products.
3. Delegate work assignments to the appropriate staff level.
4. Evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.
5. Lead and educate staff to maximize productivity and accomplish program objectives in a timely manner.

6. 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.
7. Manage a complex program to ensure successful execution of departmental goals.
8. 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.
9. Work on multiple sales/marketing assignments while adhering to appropriate timelines.
10. Evaluate problems and issues relating to office/field/district programs, procedures, processes, and/or policies.
11. Develop contingency plans to adjust workloads and resource availability, including staffing, budgets, and inventory.
12. 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.
13. Conduct and facilitate meetings and work groups to accomplish program objectives.
14. Read and comprehend written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, analytical reports, and printouts.
15. Communicate effectively to gain and maintain the confidence of retailers and the public.
16. Develop strategies and tactics and determine logistical needs from concept to execution in support of upper management at the field level.
17. 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 will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

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.

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 examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, should 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.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at

<http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

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.

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

The California Department of Human Resources Selection Division

1515 S Street, North Building, Suite 400

Sacramento, CA 95811-7258

1-866 844-8671

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TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

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Bulletin Revision Date: 5/31/2016

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

TAKING THE EXAMINATION

Click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Evaluation for Lottery Manager \(Sales\).](#)