Lottery Ticket Sales Supervisor
Exam Code: 3PB57

Department: California State Lottery
Exam Type: Departmental, Open
Final Filing Date: Continuous

CLASSIFICATION DETAILS
Lottery Ticket Sales Supervisor – $4,338.00 - $5,436.00 per month.
View the Lottery Ticket Sales series classification specification

APPLICATION INSTRUCTIONS
Final Filing Date: Continuous

Who Should Apply:
Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.
Once you have taken this examination, you may not retake it for twelve (12) months.

How To Apply:
The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:
If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.
MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Lottery Ticket Sales Supervisor

All levels: Education: Equivalent to completion of high school

EITHER 1
One year of experience in the California state service performing duties comparable to those of a Lottery Ticket Sales Senior Specialist.

OR 2
Two years of experience in the California state service performing duties comparable to those of a Lottery Ticket Sales Specialist.

OR 3
Three years of experience as a full-time supervisor in a wholesale 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 a Lottery Ticket Sales Senior Specialist, or two years in a class performing duties comparable to those of a Lottery Ticket Sales Specialist.

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.

POSITION DESCRIPTION

Lottery Ticket Sales Supervisor

This is the supervisory level in this series. Incumbents plan, organize, and direct the work of a group of Lottery Ticket Sales Specialists, compile statistics, prepare status reports, make presentations and participate in meetings with other Lottery staff, provide
consultation to sales division management, an assist sales division management in the implementation of program goals, objectives, and policies.

**EXAMINATION SCOPE**

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination consists solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants’ relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant’s:

**Knowledge and Abilities All Levels:**

**Knowledge of:** Wholesale sales techniques; inventory management; sales promotion techniques; solicitation of sales by telephone; basic arithmetic calculations; modern office methods, equipment, and procedures.

**Ability to:** Review, research, interpret, and apply sales and inventory data to create and develop customized retail 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, coworkers, and vendors.

**Knowledge of:** All of the above.

**Ability to:** All of the above, and evaluate and resolve complex sales and inventory issues; work independently with minimal direction

**Lottery Ticket Sales Supervisor**

**Knowledge of:** All of the above, and principles of effective supervision; a supervisor’s responsibility for promoting equal 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:** All of the above and 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, open eligible list for the **Lottery Ticket Sales Supervisor** classification will be established for **California State Lottery**.

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans’ Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the **Veterans’ Preference Application** (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

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.

**EXAMINATION INFORMATION**

**Preview of the Lottery Ticket Sales Supervisor Training and Experience Evaluation**

**PREPARING FOR THE EXAMINATION**

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

**TAKING THE EXAMINATION**

Take the **Lottery Ticket Sales Supervisor examination**
TESTING DEPARTMENTS
State of California (all State of California departments)

CONTACT INFORMATION
If you have any technical questions concerning this examination bulletin, please contact:

California Department of Human Resources
Attn: Examination Services
1515 S Street
Sacramento, CA 95811
Phone: 1-866-844-8671
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

If you have any administrative questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

Attn: Examination Services
P.O. Box 2630
Sacramento, CA 95812
Phone: 822-8146
TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER
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.
GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer Account.

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The 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 applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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) servicewide 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.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification form the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.