



Lottery Ticket Sales Supervisor

Agency Code: E699-Class Code: 9080

Department(s): California Department of State Lottery
Opening Date: 6/16/2014
Final Filing Date: Continuous
Type of Examination: Departmental Open
Salary: Lottery Ticket Sales Supervisor \$3511.00-\$4399.00

EEO

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?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 12 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

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

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

SALARY INFORMATION

Lottery Ticket Sales Supervisor \$3,511.00 - \$4,399.00



ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by the California Department of State Lottery. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation 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 bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

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, and assist sales division management in the implementation of program goals, objectives, and policies.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Sales techniques (e.g., wholesale and retail) to complete orders and sell products.
2. Inventory management techniques to ensure proper rotation of products and ensure inventory is sufficient.
3. Sales promotion techniques to increase visibility of products.
4. The differences and needs of various retail establishments (e.g., chain stores, independent/corporate) in maximizing sales.
5. Research and data gathering techniques (e.g., online resources, search engines, data bases) to compile information for projects and assignments.
6. Business and management principles as they apply to a sales environment.
7. Basic record keeping techniques and order tracking information to provide information to retailers.
8. Various computer software (e.g., .Microsoft Word, Excel, PowerPoint) to complete assignments.
9. The structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
10. Leadership practices to direct, coordinate, motivate, and lead staff to maximize sales.
11. Equal Employment Opportunity (EEO) principles and practices.
12. Conflict management techniques to address adverse situations involving retailers, staff, and others.
13. Principles and procedures for personnel recruitment and selection to identify qualified candidates.



Ability to:

1. Promote and assist in the implementation of marketing strategies and techniques to maximize sales.
2. Create and develop customized retail orders for varying demographics to maximize sales.
3. Identify required data needed to perform work tasks, address issues, evaluate program effectiveness, and or serve as a basis for program/project-specific decisions.
4. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Read and comprehend written materials to remain current with regulations and maximize sales.
6. Use a computer to conduct work operations (e.g. remotely monitor progress or assigned tasks/activities, review reports and sales).
7. Actively listen to what retailers and staff are conveying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
8. Represent the organization in a professional manner before corporate (key account) executives and others (e.g. retailers, media) to provide/exchange information or resolve problems.
9. Deal with challenging customers and retailers and still provide satisfactory service in a professional manner.
10. Establish and maintain constructive relationships with external contractors and internal support staff.
11. Interact with internal staff, vendors, marketing agencies and others with sensitivity, tact and good judgment.
12. Actively promote products via phone calls to increase sales.
13. Verbally communicate information in a variety of settings (e.g. retail environments, local public groups) to maximize sales and enhance customer service.
14. Provide feedback to management regarding sales, progress with work objectives, and administrative issues to enable informed decision making.
15. Present research findings and results at the appropriate level of complexity given the intended audience.
16. Establish long-range objectives and specify the strategies and actions to achieve them.
17. Use various office equipment (e.g., copy machine, FAX, telephones) to ensure timely completion of assignments.
18. Learn new information and processes through various forms of training (e.g. classroom setting) or from co-workers and supervisors to develop professionally and learn new skills and techniques.
19. Delegate work assignments at the appropriate level of responsibility to staff.
20. Work independently with minimal or no supervision.
21. Remain organized while working on multiple projects and/or assignments to ensure completion within established timeframes.
22. Communicate information in writing (via email, memos, etc.) to different audiences using word processing software.
23. Independently review and edit written materials.



24. Work cooperatively with diverse individuals and cultures to maintain positive working relationships with involved parties.
25. Interact with retailers and others with sensitivity, tact, and good judgment.
26. Conduct and facilitate meeting with work groups.
27. Conduct performance evaluations using appropriate template to improve employee performance.
28. Monitor, document, and evaluate the work of staff to ensure that it meets quality, quantity, and timeliness standards.
29. Identify the developmental needs of others to improve work performance.
30. Provide guidance and direction to staff including setting performance standards and monitoring performance.

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.

CONTACT INFORMATION

If you have any **technical** questions concerning this examination bulletin, please contact:
California Department of Human Resources

Attn: Examination Services:
1810 16th Street, North Bldg Ste. 522n
Sacramento, CA 95811
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, please contact:
California State Lottery

Attn: Examination Unit, Lu Cruz
PO BOX 2630
Sacramento, CA 95812
916-822-8146

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



TTY Device.

GENERAL INFORMATION

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

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 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 contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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) service-wide promotional, 5) departmental open, and 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.

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 <https://jobs.ca.gov/Public/Jobs/Veterans.aspx>, and the Department of Veterans Affairs.

Bulletin Revision date: 05/31/16

TAKING THE EXAM

When you 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.](#)