

**** This is only a preview of the Training and Experience Evaluation. To take the actual examination, please refer back to the bulletin and click on the “Click here to go to the Training and Experience Evaluation for Lottery Manager (Sales).” link. ****

Lottery Manager (Sales)

California State Lottery

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The California State Lottery, Lottery Manager (Sales) examination consists of a Training and Experience Evaluation used to evaluate your education, training, and experience.

This Training and Experience Evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience <ul style="list-style-type: none"> ▪ More than 4 years. ▪ More than 3 years and up to 4 years. ▪ More than 2 year and up to 3 years. ▪ More than 1 year and up to 2 years. ▪ 0 to 1 year. Level at which the task was performed <ul style="list-style-type: none"> ▪ Supervised and/or trained others on task. ▪ Performed task as a lead or as an expert. ▪ Worked independently on task. ▪ Worked under direction on or assisted with task (e.g. managers, leads, instructors). ▪ Not performed. 	EXPERIENCE	LEVEL
1	Directing office/field functions through delegation of duties and tasks, monitoring, oversight, and review of procedures and activities using policies and procedures to ensure efficiency and productivity.		
2	Identifying staffing needs to ensure that the office/field functions efficiently and has adequate staff to handle workloads.		
3	Utilize timesheet logs to approve or deny staff leave requests.		
4	Monitoring the distribution and administration of sales products using tracking systems to verify information (e.g., transfers, mis-deliveries), enter updates, and properly assign products.		
5	Reviewing correspondence (e.g., emails, voicemails) from retailers, staff, and headquarters to coordinate activities, verify information, and identify actions and tasks that need to be prioritized and completed.		
6	Overseeing the assignment of fleet vehicles to ensure safe operation and the availability of reliable transportation.		

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7	Preparing status/field reports regarding sales, activities, and office functions/needs to keep upper management apprised of field operations.		
8	Preparing, presenting, and discussing performance evaluations and probationary reports with staff in order to enhance performance.		
9	Providing training (e.g., operational, sales, technical) to ensure staff is updated and performing job tasks in accordance with division standards.		
10	Coaching, guiding, and disciplining staff regarding their performance to ensure departmental policies, procedures, and divisional standards are met.		
11	Facilitating meetings with staff to discuss sales building methods using presentations, publications, retailer product plans, promotional sell sheets, exercises (e.g. role playing), and sales data.		
12	Delegating tasks to proper staff to ensure that they are handled appropriately and within timelines.		
13	Resolving conflicts with staff, retailers, and other stakeholders to maintain a productive team environment and high morale in order to maximize productivity.		
14	Determining and setting timelines for completion of projects and assignments to maximize staff/sales productivity.		
15	Monitoring assignment progress through review of reports/field observations and discussing findings with staff to ensure quality and timely completion.		
16	Providing guidance and direction to staff on job tasks to improve performance and productivity.		

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17	Administering appropriate disciplinary actions for staff such as verbal warning and informal/formal reprimands in accordance with bargaining unit agreements and Equal Employment Opportunity (EEO) provisions.		
18	Reviewing progress of quarterly sales bonus reports of Sales Representatives using established sales goals.		
19	Mentoring Sales Supervisors in staff development to promote upward mobility.		
20	Assisting Sales Supervisors with staff disciplinary activities to ensure compliance with departmental policies and procedures, bargaining unit agreements, and Equal Employment Opportunity (EEO) provisions.		
21	Establishing sales routes for Sales Representatives using maps, routing software, territory, and retailer base information to provide efficient and equitable geographic coverage of retailers and maximize sales.		
22	Conducting field visits to ensure retailers are promoting the sales of products, providing public awareness, and complying with departmental rules and regulations.		
23	Instructing retailers on sales building techniques and proper use of marketing resources to maximize sales.		
24	Developing retailer plans and procedures designed to increase retailer profitability.		
25	Reviewing sales trend reports to determine the need for adjusted action plans with regards to sales strategies.		
26	Responding to customer complaints or problems related to departmental programs and services, providing resolutions in accordance with customer service policies.		

Section 2: Knowledge and Abilities

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience I have applied this knowledge or ability for: <ul style="list-style-type: none"> ▪ More than 4 years. ▪ More than 3 years an up to 4 years. ▪ More than 2 years and up to 3 years. ▪ Up to 2 years. ▪ I do not possess this knowledge or ability. 	EXPERIENCE
27	Knowledge of the principles and practices of marketing and merchandising to maximize product sales.	
28	Knowledge of point-of-sale materials and display techniques for optimal placement and visibility to enhance public awareness.	
29	Knowledge of sales route planning to efficiently assign sales staff.	
30	Knowledge of sales division goals and policies to effectively communicate them to staff.	
31	Ability to analyze marketing data and recommend a variety of methods to increase sales.	
32	Ability to make persuasive sales presentations to prospective retailers to gain their commitment to the sale of products.	
33	Knowledge of the demographics of the district and assigned territories in order to establish effective retailer locations based upon sales trends.	
34	Ability to delegate work assignments to the appropriate staff level.	
35	Knowledge of supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.	
36	Knowledge of basic human resources functions to oversee office/field staff in carrying out personnel issues.	
37	Knowledge of bargaining unit agreements and Equal Employment Opportunity (EEO) provisions to address performance issues.	
38	Ability to evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.	

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39	Ability to lead and educate staff to maximize productivity and accomplish program objectives in a timely manner.	
40	Ability to coach and mentor staff to improve performance, productivity, expertise, and promote upward mobility.	
41	Ability to educate and train staff to ensure successful implementation of programs and policies.	
42	Ability to manage a complex program to ensure successful execution of departmental goals.	
43	Ability to work and make key decisions independently to maximize the sales potential in an assigned district.	
44	Ability to establish priorities and maintain service levels in the office/field within the sales district.	
45	Ability to work on multiple sales/marketing assignments while adhering to appropriate timelines.	
46	Ability to evaluate problems and issues relating to office/field/district programs, procedures, processes, and/or policies.	
47	Ability to develop contingency plans to adjust workloads and resource availability, including staffing, budgets, and inventory.	
48	Ability to communicate effectively with staff to ensure comprehension of departmental policies and procedures.	
49	Ability to utilize presentational tools (e.g., charts, PowerPoint) to convey status of programs and activities with staff and upper management.	
50	Ability to conduct and facilitate meetings and work groups to accomplish program objectives.	
51	Ability to read and comprehend written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, analytical reports, and printouts.	
52	Ability to communicate effectively to gain and maintain the confidence of retailers and the public.	
53	Ability to develop strategies and tactics and determine logistical needs from concept to execution in support of upper management at the field level.	
54	Ability to perform basic mathematical calculations to prepare various sales project reports and summaries.	