



Classification: Staff Services Analyst

Working Title: District Office Analyst

Position Number: 358-221-5157-008

Division/Unit: Finance/Prize Payments DO

Assigned Headquarters: San Diego District Office

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under supervision of the Staff Services Manager I, the Staff Services Analyst (SSA) works with the statewide district office team to perform a variety of consultative and analytical work related to prize payments and sales activities in the district office. The position will assist to evaluate, research, document, analyze, and prepare work relating to the specific assignments and duties detailed below. The position has contact in person, in writing and through the telephone with members of the public who sell Lottery products and with Lottery prize winners to provide assistance related to sales and prizes.

Job Description

40% Essential Function Serve as part of the statewide district office analyst team to maintain consistency in application of policy and procedure related to Lottery prize payments. Responsibilities include monitor, evaluate, and analyze immediate prize payments made in the district office; create statistical analysis and reports for management; ensure systems are functioning as required; work in collaboration with other Prize Payments analysts to assist to conduct training; and research and resolve district office payment processing issues. Provide back-up coverage to the office Supervising Program Technician II on the Paying Claims at the DO (PCDO) program to review and approve eligible district office claims for same day check.

20% Essential Function Coordinate End of Game activities; assist to conduct evaluation and analysis of Key 9 and Sales Wizard reports; and assist the Lottery Manager (Sales) and District Sales Supervisor in the coordination of district activities including, but not limited to, compilation of sales data, preparing sales reports, preparation of material for sales meetings and other activities as necessary.

15% Essential Function Establish and maintain liaison with management to determine the need for prize payment or sales data and participate in decision and policy-making sessions as it relates to the work performed. Assist with evaluation of sales and finance processes, report program-related issues, and provide process improvement recommendations; assist to develop and update desk procedures.

15% Essential Function Communicate in writing and through the telephone with internal Lottery employees and members of the public to provide assistance and resolution for complex prize winner and retailer prize-related or ticket-related issues. Assist with research, analyze, and interpret prize-related regulations, policies, and procedures impact to Lottery programs and operations. Identify problems or issues concerning prize



payments compliance so that corrective measures may be implemented to comply with mandated policies and procedures.

5% Marginal Function Perform other job-related duties including keying claim information into the gaming system.

5% Marginal Function Assist the Staff Services Manager I and the Sales Division management team in the office with various, routine reconciliations and companion work activities. Participate in hiring activities as a panelist in interviews for SSA level and below positions and ergonomic evaluations.

Scope and Impact

- a. Consequence of Error: Failure to use good judgment when handling player and retailer information and transactions could result in information being released to unauthorized persons, incorrect player information, delay in prize payment, or incorrect information being provided to the public regarding Lottery rules and regulations. This could result in potential legal challenges for the Lottery, questions of integrity and negative publicity; all of which may result in the loss of revenue for public education.
- b. Administrative Responsibility: The SSA is responsible for adhering to the laws, rules, policies, and procedures pertaining to civil service employees in general, and specifically to employees of the Lottery. This position requires knowledge of the Lottery rules and regulations, policies, computer systems and security procedures.
- c. Supervision Exercised and Received:
 - a. Supervision Exercised – none
 - b. Supervision Received - The SSA receives supervision from the Staff Services Manager I and general direction from the Lottery Sales Division management team in the office.
- d. Personal Contacts: The SSA has contact with all levels of Lottery management and staff as well as representatives from other state agencies, vendors, retailers, players, and the public. Contact with some staff may be related to future business plans, gaming problems, or issues that may be confidential nature.

Physical and Environmental Demands

Use of typical office equipment including a copier, scanner, printer and computer. Occasional movement for meetings, trainings, filing or presentations.

Working Conditions and Requirements

Schedule: Use of typical office equipment including a copier, scanner, and computer. Occasional movement for meetings, trainings, filing or presentations

- a. Travel: May have occasional rotating work location depending on regional business needs.
- b. Other:

Effective Date:

NOTE: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned,



including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without Reasonable Accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee Signature

Printed Name

Date



Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all "Insert Text" or "Insert Text to describe the following" prompts.

Classification: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.).

Working Title: Enter the working title of the position if different from the legal class title.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Assigned Headquarters: Enter the physical work location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P, Examinations Analyst.

Job Description: This will consist of 'Essential (E)' duties and 'Marginal (M)' duties (if applicable). Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 100%.

- Essential Functions – these duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure the duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer's place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job bulletins).

- Marginal Functions – These are additional duties that are incidental or a minimum part of the job. These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., other duties assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others.')
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location

Working Conditions and Requirements: Describe the following:

- a. Schedule:



Job Description

- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).