

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time

E = designates essential duties of the position
M = designates marginal duties of the position

1. 80% E

Manages Lottery retailer accounts in assigned district to achieve short and long-term goals of the Kansas Lottery as determined by the Executive Director and/or the Deputy Director of Sales.

Works with assigned Lottery retailers to increase sales by analyzing sales reports to identify areas for improvement and by developing goals and action plans for retailers. Uses Sales Force Automation tool to maximize sales.

Performs quality assurance reviews of assigned Lottery retailers to ensure Director's Standards are met through proper installation of equipment and placement of Point of Sale and lottery informational material at retail locations. Manages ticket inventory and recommends adjustments for optimal sales levels.

Implements promotional events at retailer locations and provides product awareness and education to retailer staff and lottery players.

Coordinates and maintains ADA compliance of assigned retailers.

Assists with and/or completes retailer change of ownership activities. Trains new retailers and retail staff.

Coordinates contracts, owner changes, licensing, etc. of retailers. Completes required lottery documentation and as directed by the Deputy Director of Sales.

Coordinates activities of corporate accounts with Deputy Director of Sales to keep him/her informed of the activities and the status.

Communicates with Deputy Director of Sales regularly with feedback regarding retailer concerns and pertinent information. Creates written and verbal reports regarding current status of accounts.

Builds and Strengthens the Lottery's Retailer Network

2. 15% E

Initiates planning for new business development by seeking out and targeting new retailers and new sales opportunities within the district manager's assigned area.

Other duties

3. 5% E

Attends state sales meetings and training as required to maintain and increase product knowledge and sales techniques. Participates in Lottery and other state and business related meetings and activities.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - Plans, staffs, evaluates, and directs work of employees of a work unit.
 - Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.
- | Title | Position Number |
|-------|-----------------|
|-------|-----------------|

NA

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23. Which statement best describes the results of error in action or decision of this employee?
- Minimal property damage, minor injury, minor disruption of the flow of work.
 - Moderate loss of time, injury, damage or adverse impact on health and welfare of others.
 - Major program failure, major property loss, or serious injury or incapacitation.
 - Loss of life, disruption of operations of a major agency.
- Please give examples.

Servicing existing retailers, ensuring game mix, ticket stock, dispenser location, point of sale, and that sales potential is assessed and addressed are critical to maintaining a viable retailer network. And, maintaining a viable retailer network is essential to maintaining and exceeding agency goals and dollar transfers to the state. The District Manager is the ears and eyes of the Lottery and the primary contact with retailers, players, and other customers. Failure to perform has an adverse impact for individual retailers and to the Lottery and recruiting new retailers.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Current and prospective Lottery retailers and players, employees, and the public. Contact is made to provide information, persuade and negotiate. Serves as Lottery representative to internal and external customers.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Standard office environment. Travel in assigned area and throughout the state and periodic travel in and out of state by car, plane, or other public transportation. Travel is conducted year round and in all weather conditions.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computer, cell phone, copy machine, other standard office equipment. Lottery terminals and sales promotion equipment. State vehicles.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High School diploma or equivalent required.

Education or Training - Special or professional

Coursework and/or training in sales and marketing preferred.

Bachelor's degree preferred.

License, certificates and registrations

Class C Driver's License upon hire and maintained throughout employment.

Special knowledge, skills and abilities

- **Demonstrated motivational, innovative, and interpersonal skills required.**
- **Demonstrated ability to successfully assess a situation, develop and evaluate options and implement solutions, and adjust actions to address a situation or the actions of others required.**
- **Demonstrated ability to successfully manage one's own time and to appropriately use and maintain equipment, facilities, and materials needed to do work required.**
- **Demonstrated ability to successfully communicate in English, orally and in writing, to a wide variety of people required.**
- **Demonstrated ability to understand the implications of new information or products for both current and future problem-solving and decision-making required.**
- **Demonstrated ability to successfully apply general rules to specific problems to produce answers that make sense for the situation and individuals involved required.**
- **Demonstrated understanding of how to drive a growing business and ability to apply same required.**
- **Knowledge of principles and methods for showing, promoting, and selling products or services, and the ability to apply same required.**
- **Knowledge of principles and processes for providing customer service and the ability to apply same required.**
- **Knowledge of inventory systems with perishable products preferred.**

Experience - Length in years and kind

- **Minimum of 2 years of experience in a sales or retail capacity required.**
- **Minimum of 2 years of experience performing route sales preferred.**

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- **Must pass extensive background prior to hire and subject to periodic updates.**
- **Subject to tax clearance upon hire and periodic updates.**
- **Employees of the Kansas Lottery and designated family members and other persons who reside in the same residence are subject to the provisions of the Kansas Lottery Act, K.S.A. 74-8701 et seq., and the Kansas Expanded Lottery Act, K.S.A. 74-8733 et seq.**
- **Must complete Form I-9 upon hire and update and/or re-verify as required.**
- **By law, any person who holds or has held a license with the Kansas Racing and Gaming Commission may not be employed by the Kansas Lottery within five years after last holding such license.**

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date