

POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

1. Position No. 527457	2. Cert / Reclass Request No. 24-9951	3. Agency No. 566
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue Lottery Division Office of Enforcement and Compliance 819 N 6 th St. Milwaukee, WI 53203
6. CLASSIFICATION TITLE OF POSITION Lottery Services Specialist-Advanced	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT
9. AGENCY WORKING TITLE OF POSITION Lottery Special Agent	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW? N/A

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes [] No [X]
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
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SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- a. The supervision, direction, and review given to the work of this position is [] close [] limited [X] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____

POSITION SUMMARY (Line 14)

This is an advanced level Law Enforcement position responsible for conducting the most complex criminal investigations and enforcement of potential violations of Wisconsin Statutes, Chapter 565 related to Lottery products and services, retailer, and player violations. This position protects public safety, provides technical assistance to government officials, and the public, provides administrative and staff support to the division, and serves as a liaison to local, state, and federal enforcement agencies and prosecutor's offices. Investigations are often multi-jurisdictional and may be statewide in scope, influence, or importance. This is an advanced level position that will work very independently under general supervision of the Office of Enforcement and Compliance Director.

Duties require certification as a law enforcement officer in the state of Wisconsin.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

60% A. Conducting investigations of criminal violations of Wisconsin Lottery laws with established statutes, rules, regulations, and Lottery policies and procedures.

- A1. Respond to both oral and written complaints of alleged violations of Lottery or state statutes, rules and regulations. Identify, secure and analyze documents, records and other forms of evidence that are relevant and substantive in a criminal investigation.
- A2. Interview complainants, witnesses, and others to obtain information and evidence to determine whether a crime has been committed, and, if so, by whom.
- A3. Interrogate suspects or defendants to obtain information and evidence on whether the suspect or defendant committed a crime.
- A4. Prepare complete, detailed, and accurate investigative criminal reports.
- A5. Assist in the coordination of inquiries with all Lottery personnel and file appropriate investigative reports.
- A6. Make arrests of violators pursuant to Ch. 73.031, and ch.565 Wis. Stats., and process those individuals through the judicial systems.
- A7. Provide technical advice, assistance, and training to local law enforcement agencies regarding lottery products with respect to forgeries, theft, attempts to redeem missing and/or stolen tickets, and other illegal activities as defined by statute.
- A8. Appear as a witness and testify in court in regard to Lottery fraud and security policies. Testify to the accuracy or authenticity of records and other substantive facts.

25% B. Ensure the physical and electronic security of the Lottery and Lottery products.

- B1. Monitor contractor's daily system reports such as terminal shutdowns, instant ticket validation rejections and instant ticket system changes. Investigate for criminal activity and take appropriate action when any abnormalities are encountered, which are indications of criminal activity.
- B2. Conduct criminal investigations associated with missing, altered and stolen lottery tickets and on-line ticket stock.
- B3. If directed, conduct or assist in internal investigations, to include criminal investigations.
- B4. Work with DOJ and other law enforcement entities to assist in the coordination of large-scale sting operations against criminal activity.
- B5. Conduct assessments and compliance reviews of Lottery Retailers to ensure that statutory requirements are being met and no criminal activities are taking place.
- B7. Provide guidance and training to retailers regarding inventory, and security best practices.
- B8. Review video of Lottery draws as needed, required, and directed to ensure there is no criminal activity.
- B9. Perform all security procedures associated with missing, altered, and stolen lottery tickets and on-line ticket stock in search of possible criminal activity in developing cases for criminal investigations.
- B10. Inspect instant tickets when there is a question of manufacturing defect, make determination regarding their defective nature, change ticket status in the computer as needed, and take appropriate actions to resolve the situation to ensure no criminal activity or intent.
- B11. Receive, account for, and destroy returned ticket stock per policy, to comply with MUSL rules and so ticket stock cannot be used for criminal activity.

- 5% C. Ensure the security and integrity of all Lottery facilities.
- C1. Inspect and/or review security measures used to safeguard Lottery records and game materials.
 - C2. Monitor access to all Lottery facilities and maintain access records. Coordinate issuance of access to all Lottery facilities. Generate building access reports as needed for all facilities.
 - C3. Monitor cameras in validations, Lottery suite, Internal Control System (ICS) room, Dairy Drive Security and ICS rooms and warehouse. Report unusual activity and document and preserve camera footage as needed.
 - C4. Maintain physical and procedural security measures and devices at Lottery offices.
 - C5. Investigate possible violations of security systems.
 - C6. Perform/coordinate security and compliance inspections at vendor facilities under Lottery contracts to ensure adequate security procedures and measures are being followed.
 - C7. Oversee the response to Lottery building alarms, investigate cause and take appropriate action.
 - C8. Inform and train Lottery or department employees on security procedures and guidelines and general safety and other emergency procedures.
 - C9. Process and return tickets from Lottery Customer Service Specialists, Field Marketing Representatives and Retailers to the warehouse as needed. Identify and report any tickets that are ineligible to be returned.
 - C10. Conduct pre-employment background investigations and conduct Lottery background investigations as required by WI statute 565.
 - C10. Assist with the maintenance and accuracy of policies and procedures.
 - C11. Perform security procedures to ensure proper validation of high tier prize lottery tickets in a timely manner.
 - C12. Verify the accuracy and completeness of Lottery owned ticket shipments delivered to the Vendor warehouse, to ensure ticket stock cannot be used for criminal activity.
 - C13. Schedule, witness and authenticate the certification of the Random Number Generator (RNG) computers used for various on-line game drawings.
- 5% D. Performance of other administrative tasks as assigned.
- D1. Assist retailers with questions regarding validation of tickets, missing and/or stolen tickets, or other technical information regarding Lottery products.
 - D2. Create and revise various forms and databases used by Lottery Enforcement and Compliance Special Agents in collaboration with the other Investigators.
 - D3. Create, review, and adhere to record retention and disposal authorization (RDA) guidelines for Lottery Enforcement and Compliance in collaboration with other Lottery Special Agents.
 - D4. Prepare reports as directed by management and maintain security filing system in accordance with current record retention guidelines.
 - D5. Assist with new employee recruitment, hiring, mentoring, and training as needed.
 - D6. Present to and/or train new and existing Lottery employees on Office of Enforcement and Compliance overview, policies and procedures.
 - D7. Respond to retailers when a prize of \$1 million or more is won for evidence retrieval as needed.
 - D7. Other projects as assigned by management.
 - D9. Attend law enforcement, professional, and other training programs, seminars, and meetings as assigned.
 - D10. Maintain cooperative working relationships with local, state, and federal law enforcement agencies and local district attorney's offices.
- 5% E. Maintenance of liaison with local, state, and federal law enforcement agencies, and prosecutor's offices.
- E1. Establish and maintain cooperative working relationships with local state, and federal law enforcement agencies.
 - E2. Establish and maintain cooperative working relationships with city attorneys, district attorneys, state and federal prosecutors.

KNOWLEDGES, SKILLS AND ABILITIES

1. Knowledge of Wisconsin and federal laws, administrative code, publications, and department/unit policies and procedures related to Lottery.
2. Knowledge of basic law enforcement and criminal investigation processes and procedures, including investigative methods used, techniques, responsibilities evidentiary procedures, and evidence needed to complete investigations.
3. Knowledge of research techniques and resources.
4. Knowledge of investigative methods and techniques.
5. Knowledge of security best practices and associated controls.
6. Knowledge of physical and data security principles.
7. Skills in the use of Microsoft Office Suite (Word, Excel, Outlook, etc.).
8. Knowledge of the utilization of the Department of Justice's criminal case management system (ACISS).
9. Effective committee/team participation skills and techniques.
10. Knowledge of training and self-training techniques.
11. Effective written and verbal communication skills, including public speaking and providing testimony.
12. Organizational and prioritization skills.
13. Ability to read and interpret complex statutes, legal opinions, case law, and administrative code provisions.
14. Knowledge of records disposal and records retention requirements.
15. Ability to maintain cooperative working relationships with local, state, and federal law enforcement agencies and local district attorney's offices.

SPECIAL REQUIREMENTS

1. Must meet minimum standards, as required by law, to be a Wisconsin law enforcement officer and maintain certification in good standing throughout employment in this position.
2. Possession of a valid driver's license and eligibility to use state vehicles.
3. Ability to possess and carry firearms and other state issued equipment and maintain proficiency in their use per DOR policy and law enforcement standards.
4. Frequent travel with some overnight stays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

1. Ability to participate in criminal investigations in a field setting which may involve making an arrest, subduing a suspect, gaining forcible entry to and searching dwellings, conducting prolonged surveillance, and defending oneself against physical attack.
2. Ability to participate in investigative activities in hostile and stressful environments such as locations with high violent crime rates; remote and/or isolated locations in company of armed, violent, and unpredictable suspects; in automobiles at high rates of speed and requiring unsafe driving maneuvers; in unclean and germ-ridden conditions with individuals openly hostile to law enforcement representatives.
3. Possibility of exposure to unknown substances and chemicals used in the manufacture of drugs.
4. Ability to wear a concealed bulletproof vest, be armed with a handgun and handcuffs, and may be armed with a rifle.