

DRAFT RECORD

PERSONNEL COMMITTEE

11.19.2014, 10:30 a.m., University of the Ozarks Campus

The meeting was called to order by Commissioner Scott, who noted the presence of members Commissioners Baldrige, Lamberth and Streett. ALC Chairman Campbell and Commissioner Frazier were also present. Staff members present included Director Woosley and Internal Auditor Brown, as well as Block, Basham, Backes, Craig, J. Smith, Vick and others.

The first order of business was approval of the draft record of the meeting held on August 20, 2014. Commissioner Baldrige made a motion to approve the record, the motion was seconded by Commissioner Streett, and the record was approved unanimously.

Commissioner Scott recognized Director Woosley to discuss the OPM recommendation for the accountant positions. Referring to the ALC Position Authorization Roster (in file), Director Woosley reminded the Committee that in August he had asked them to approve splitting the duties of the SMB Project Coordinator (N901), between two staff accountants and to increase their respective salaries. The Committee had approved the request, with the caveat that ALC submit the request to OPM. On August 25, ALC received a response from Herb Scott of OPM, who advised that salary adjustments due to additional job duties were not in accordance with OPM rules. Director Woosley said it was pointed out to him that ALC does not fall under OPM rules and ALC could conceivably do otherwise, i.e., split the duties and increase the salaries of the accountants. Commissioner Scott asked Director Woosley whether or not the requested action would be allowed by OPM if ALC had to follow its rules. Director Woosley asked HR Director Basham to explain what actions ALC took in submitting the request to OPM. Director Basham said she requested reclassification of the accountant positions and those were denied. Commissioner Scott asked what ALC's policy was, historically, regarding OPM guidelines, and Director Woosley responded that ALC's policy was to follow OPM guidelines. **After considerable discussion, it was decided to table the issue until the next Committee meeting or until a solution that would be acceptable to all parties could be reached.**

The next item on the agenda was the discussion of Licensing Division Staffing. Director Woosley requested approval to use a vacant Claims Assistant position as a trainee slot for a Licensing Specialist position (memo in file). He explained that the Licensing Manager will be retiring in early 2015 and another Licensing Specialist will be relocating to NE Arkansas as soon as he can find employment in the area. Since those two employees constitute two-thirds of the Licensing Department, it is imperative that ALC have a replacement trained and ready to go as soon as a vacant position becomes available. **Commissioner Baldrige made a motion to use a vacant Claims Assistant position as a trainee slot for a Licensing Specialist position, Commissioner Lamberth seconded the motion, and the motion was approved unanimously.**

Commissioner Scott recognized Chief Legal Counsel Block to discuss Employee Handbook recommendations (proposed edits in file). Ms. Block said the changes to the Handbook, more specifically Employment Status, were made in response to an Internal Audit finding, which

found that the handbook contained contradictory information regarding accrual of leave by part-time ALC employees. She said that each of the recommended changes was to more clearly define that a regular employee who works less than 1,000 hours per year, or more than 1,000 per year but less than full time, is eligible for leave on a pro rata basis. **Commissioner Lamberth made a motion to accept the recommended changes to the Employee Handbook, Commissioner Baldrige seconded the motion, and the motion passed unanimously.**

There being no further business, the meeting was adjourned.

## ALC POSITION AUTHORIZATION ROSTER – VACANT POSITIONS

	POSITION #	CLASS CODE	GRADE	TITLE	STATUS	POSITION TYPE	PERSONNEL ACTION/INTERNAL TITLE
1	22150628	Q147U	Q147U	CHIEF OPERATING OFFICER	VACANT	ACT	
2	22150629	Q032N	N912	INFORMATION TECH DIR	VACANT	ACT	
3	22150630	Q033N	N912	ADMIN & OPERATIONS DIR	VACANT	ACT	
4	22150633	Q036N	N909	MARKETING & PROD DEV DIR	VACANT	ACT	
5	22150634	Q037N	N909	SALES/RETAIL RELATIONS DIR	VACANT	ACT	
6	22150635	Q038N	N908	PROCUREMENT DIRECTOR	VACANT	ACT	
7	22150641	Q158C	C112	ADMINISTRATIVE SUPP SPEC III	VACANT	ACT	AUDITOR
8	22150642	Q158C	C112	ADMINISTRATIVE SUPP SPEC III	VACANT	ACT	PRODUCTION ASST
9	22150640	Q158C	C112	ADMINISTRATIVE SUPP SPEC III	VACANT	ACT	LICENSING SPECIALIST
10	22150643	Q158C	C112	ADMINISTRATIVE SUPP SPEC III	VACANT	ACT	ANIMATOR
11	22150644	Q158C	C112	ADMINISTRATIVE SUPP SPEC III	DATE VACANT - TBD.....???	ACT	LICENSING SPECIALIST (B. BEALL) (LIC SPEC TRAINEE JENNIFER SMITH DOH – 01.14.2015)
						<b>ACT</b>	
1	22151336	Q041N	N922	VP GAMING OPERATIONS	VACANT	N POOL	
2	22151337	Q042N	N922	VP ADMINISTRATION	VACANT	N POOL	
3	22151349	Q053N	N901	SMB PROJECT COORDINATOR	VACANT	N POOL	INTERNAL OPS MGR
						<b>N</b>	
1	22151402	Q177C	C113	COMPUTER OPERATOR	VACANT	C POOL	
2	22151381	Q167C	C117	PROMOTION & EVENT COORDINATOR	VACANT	C POOL	MKT & SPEC EVENTS COORDINATOR PENDING FREEZE APPROVAL
3	22151407	Q180C	C112	CLAIMS ASSISTANT	VACANT	C POOL	LR CLAIM CTR.
4	22151373	Q166C	C120	MKT SALES REP (CLAIM CENTER	VACANT	C POOL	PT DRAW AUDITOR (CAMDEN)

01/13/2015

## ALC POSITION AUTHORIZATION ROSTER – VACANT POSITIONS

				MGR – INTERNAL TITLE)			
5	22151367	Q166C	C120	MKT SALES REP	VACANT	C POOL	PENDING FREEZE APPROVAL
6	22151411	Q180C	C112	CLAIMS ASSISTANT	VACANT	C POOL	(CAMDEN)
7	22151398	Q175C	C115	LICENSING SPECIALIST	TBD - 3/2015	C POOL	LICENSING MANAGER
8	22151397	Q174C	C122	CLAIM CENTER MANAGER	VACANT	C POOL	(JONESBORO) LEAD GRAPHIC SPECIALIST - PENDING RECLASSIFICATION APPROVAL; PENDING FREEZE APPROVAL
9	22151385	Q168C	C114	GRAPHIC SPECIALIST	VACANT	C POOL	SR. GRAPHIC SPECIALIST PENDING FREEZE APPROVAL
						<b>C</b>	

**From:** [Bishop Woosley](#)  
**To:** [ASL Commissioners](#); ["Alex Streett"](#); [Mark Scott](#); [Bruce Engstrom](#); [Commissioner Mark Scott \(ASL\)](#); [Diane Lamberth](#); [Doug Pierce](#); [George Hammons](#); [Julie Baldrige](#); [Raymond Frazier](#); [Smokey Campbell](#); [Smokey Campbell](#)  
**Cc:** [Valerie Basham](#); [Patricia Vick](#); [Patrick Ralston](#); [Jean Block](#); [Robert Stebbins](#); [Joanna Buntin](#); [Jerry Fetzer](#); [Matt Brown](#); [Mike Smith \(ASL\)](#)  
**Subject:** Creation of Three Job Descriptions - Proposed New Positions  
**Date:** Friday, January 16, 2015 3:17:50 PM  
**Attachments:** [JD.2015.Sales.CRAR.doc](#)  
[JD.2015.TBD.G.S.M.ANALYST.doc](#)  
[JD.2015.TBD.R.D.ANALYST.doc](#)

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All,

Please find attached three job description's which I am sending to you in light of the recent Camelot report. The three job descriptions are for a Corporate Retail Account Representative, Gaming/Sales/Marketing Analyst and a Research and Development Analyst. I'm simply sending these to you for your consideration in light of the fact that such positions were suggested within the Camelot report. At this time, I'm not asking for your approval to create these positions. I'm simply bringing this to the table so that you can give me feedback on whether not you think it is appropriate to proceed. These job descriptions, positions and salary ranges have been derived based on similar positions in other states. Obviously if the commission were interested in these positions, we would refine the position descriptions, visit with the office of personnel management regarding salary ranges and other considerations prior to bring these back to the commission for further consideration. I am also aware that the recent hiring freeze implemented by the Governor may affect whether or not these positions can be approved and filled. This is simply food for thought in light of the Camelot report and to ensure that we are following up on the suggestions made in that report. Let me know if you have questions



**STATE OF ARKANSAS  
ARKANSAS LOTTERY COMMISSION**

Post Office Box 3238  
Little Rock, Arkansas 72203-3238  
Phone: (501) 683-2000  
Fax: (501) 683-1878  
<http://myarkansaslottery.com>

## **ALC Job Description**

<b>Authorized Job Title:</b> TBD	<b>Internal Title:</b> Corporate Retail Account Representative
<b>Reports to:</b> Sales Director	<b>FLSA Status:</b> Non-Exempt
<b>Department:</b> Gaming Operations/Sales	<b>Prepared by:</b> HR Director
<b>Position #:</b> TBD	<b>Suggested Grade:</b> C121
<b>Suggested Range:</b> \$39,199 – \$64,915	

### **Position Summary:**

This position is responsible for maximizing the sale of lottery products at all existing, assigned chain accounts and growing the retail network.

### **Essential Job Functions:**

- Establishes and enhances working relationships with assigned corporate accounts and manages their lottery business on an ongoing basis.
- Presents, negotiates, and secures approval of retailer incentive plans for all assigned accounts and ensures/monitors compliance of plan elements.
- Performs sales performance reviews with chain decision-makers and develops strategies/action plans as needed to optimize lottery sales at all of their outlets.
- Develops and coordinates implementation of sales promotions with assigned chain contacts designed to increment lottery sales on all products.
- Performs ongoing special projects at assigned chain accounts, i.e., determining the impact of new technologies/equipment on assigned chains, training on new products/product enhancements, executing various merchandising strategies, and proposing options for lottery signage.
- Provides input into the development of annual goals and strategies to the Sales Director for integration into the overall marketing plan.
- Performs other duties as assigned.

### **Knowledge, Skills and Abilities:**

Written and verbal communication skills.

Ability to establish, maintain and enhance working relationships.

Negotiation and presentation skills.

Wholesale/route sales or retail sales management knowledge, which may include lottery sales.

**Special Job Dimensions:**

- Valid Driver's License.
- Computer Skills.
- Ability and willingness to travel, lift, carry and transport ASL/retailer materials as needed.

**Minimum Education and/Experience:**

- A bachelor's degree, preferably in sales, business administration, marketing or a closely related field and 2 years of lottery sales experience are required. Supervisory sales experience and/or significant experience in wholesale/route sales or retail sales management, which may include lottery sales preferred.

**Reporting to this Position:**

- None



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## **ALC Job Description**

<b>Authorized Job Title:</b> TBD	<b>Internal Title:</b> Gaming/Sales/Marketing Analyst
<b>Reports to:</b> TBD	<b>FLSA Status:</b> Non-Exempt
<b>Department:</b> Gaming Operations/Sales	<b>Prepared by:</b> HR Director
<b>Position #:</b> TBD	<b>Suggested Grade:</b> C121
<b>Suggested Range:</b> \$39,199 - \$64,915	

### **Position Summary:**

The purpose of this position is to provide technical report design, analysis, instruction, and guidance to departments of the ALC. This is accomplished by designing and distributing reports; utilizing various in-house business intelligence applications, performing technical writing, providing training, support, performing data mining to analyze data, performing testing, developing methods, queries and algorithms.

### **Essential Job Functions:**

- Designs reports by utilizing business intelligence tools and database applications; providing and distributing reports; using query language to analyze data; analyzing customer needs; making recommendations; providing logical output; and managing projects.
- Performs technical writing; designing and producing documents; maintaining technical specifications; documenting new processes and providing technical specifications; communicating improvement needs; interviewing internal customers; researching project related topics; maintaining productivity in various settings; and presenting visual documentation of processes in various formats.
- Provides training and support by conducting classes; demonstrating software; facilitating transitions; developing training materials; providing recommendations; clarifying processes; testing developments; acting as liaison between Lottery and vendor; troubleshooting issues; implementing specialized support; and facilitating meetings.
- Performs other duties as assigned.



**Knowledge, Skills and Abilities:**

- Advanced ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables.
- Proficiency in Statistics.
- Proficiency in data collection and analysis techniques.
- Proficiency in written and verbal communication.
- Advanced knowledge of word processing, spreadsheets, databases, graphics, and statistical analysis programs.
- Ability to work independently.

**Special Job Dimensions:**

- Valid Driver's License.
- Computer, Statistical, Technical Writing, Presentation, and Analytical Skills.
- Ability to lift, carry and transport ASL/retailer materials as needed.

**Minimum Education and/Experience:**

- A bachelor's degree, preferably in statistics, mathematics or a closely related field and 3 years of related work experience is required.

**Reporting to this Position:**

- None



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## **ALC Job Description**

<b>Authorized Job Title:</b> TBD	<b>Internal Title:</b> Research and Development Analyst
<b>Reports to:</b> TBD	<b>FLSA Status:</b> Exempt
<b>Department:</b> Gaming Operations/Sales	<b>Prepared by:</b> HR Director
<b>Position #:</b> TBD	<b>Suggested Grade:</b> C122
<b>Suggested Range:</b> \$41,159 - \$67,287	

### **Position Summary:**

This is a highly technical position requiring extensive knowledge in the use of statistical tools to collect and analyze lottery data. The incumbent in this position is primarily called upon to produce forecasts of lottery sales, perform sales analyses, and provide historical sales information quickly and accurately.

### **Essential Job Functions:**

#### **DATABASE MANAGEMENT AND STATISTICAL SUPPORT**

- Providing various kinds of information (generally historical sales data) to different areas within the Lottery upon request (typically Public Information, Marketing, Communication, and Finance).
- Performing various ad hoc analyses as required.
- Creating/maintaining Access or Excel databases with up-to-date sales information.
- Providing sales data on a weekly and/or monthly basis to vendors, lottery industry publications, and various other lottery organizations (e.g., NASPL).
- Responding to outside surveys and requests for information regarding sales.
- Update ASL sales data for industry surveys (NASPL, La Fleurs) on a quarterly and annual basis.

#### **FORCASTING LOTTERY SALES**

- Preparing lottery sales projections for all Revenue Estimating Conferences.
- Producing forecasts of the potential Arkansas jackpots for each upcoming draw.
- Providing daily projections of Arkansas jackpot performances.
- Producing scratch-off ticket sales forecasts as requested.

- Preparing lottery sales and prizes projections for the annual budget or for any budget revisions or reforecasts.

### **SPECIAL RESEARCH PROJECTS**

- Analyzing the cost effectiveness of lottery sales promotions.
- Estimating impact of game changes or new game introductions.

### **PREPARING WEEKLY SALES REPORTS**

- Generating various weekly statistical reports related to sales performance.

Performs other duties as assigned.

### **Knowledge, Skills, and Abilities:**

Proficiency in Statistics.

Proficiency in data collection and analysis techniques.

Proficiency in written and verbal communication.

Advanced knowledge of word processing, spreadsheets, databases, graphics, and statistical analysis programs.

Ability to work independently.

### **Special Job Dimensions:**

- Valid Driver's License.
- Computer, Statistical, and Analytical Skills.
- Ability to lift, carry and transport ASL/retailer materials as needed.

### **Minimum Education and/Experience:**

- A bachelor's degree, preferably in market research, statistics, mathematics or a closely related field and 3 years of related work experience are required.

### **Reporting to this Position:**

- None

**From:** [Bishop Woosley](#)  
**To:** [ASL Commissioners](#); ["Alex Streett"](#); [Mark Scott](#); [Bruce Engstrom](#); [Commissioner Mark Scott \(ASL\)](#); [Diane Lamberth](#); [Doug Pierce](#); [George Hammons](#); [Julie Baldrige](#); [Raymond Frazier](#); [Smokey Campbell](#); [Smokey Campbell](#)  
**Cc:** [Valerie Basham](#); [Joanna Buntun](#); [Patricia Vick](#); [Patrick Ralston](#)  
**Subject:** FW: Job Posting - Please Approve  
**Date:** Monday, January 12, 2015 3:43:15 PM

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All,

Our Sr. Graphic Specialist resigned at the end of December. The Sr. Graphic Specialist position is currently authorized as a Grade C114 (\$27,858 - \$47,317). Now that this separation has occurred, only one experienced employee with this type of expertise remains on staff.

In order to ensure that the Marketing and Advertising Division is adequately staffed with the right talent, we are requesting the reclassification of a vacant Claims Center Manager position (Grade C122; \$41,159 - \$67,287) to a Lead Graphic Specialist position, replacing the Sr. Graphic Specialist position above. This will result in a title change and an increase in the grade and salary range for the graphics position. The goal is to hire someone with enough experience to handle the additional duties and increased responsibility.

While we realize that the Commission has placed us under a hiring freeze, it is imperative that we find a suitable replacement as soon as possible so that there is no disruption in service. If the Commission approves the above Reclassification and Hiring Freeze Exception requests, we will move forward with our submission to OPM for their review and approval. I ask that this be considered next week at the commission meeting.

Should you have questions, please let me know.

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**From:** Valerie Basham  
**Sent:** Wednesday, December 10, 2014 10:53 AM  
**To:** Bishop Woosley; Joanna Buntun  
**Cc:** Valerie Basham  
**Subject:** Job Posting - Please Approve

Bishop/Joanna,

Please approve this job posting. No changes have been made.



## **Lead Graphic Specialist**

**(Internal Job Title)**

Claim Center Manager

**(Budgeted Job Title)**

**Position Summary:** The Lead Graphic Specialist is responsible leading the design and selection of printed and computer-generated graphics for ASL advertising purposes.

**Essential Job Functions:**

- Oversee the design, layout, and storyboard of advertisements within the guidelines of management.
- Create point-of-sale material, print media, outdoor signage, social media, website graphics, product logos and educational materials.
- Provide direction and oversight to contracted advertising agency.
- Prepare artwork and thoroughly research projects.
- Assess electronic graphics requirements for a wide variety of applications.
- Develop graphic designs to represent and interpret campaign concepts and ideas.
- Coordinate the design, development and administration of the public website and social media sites.
- Confer and provide direction to editorial staff to ensure the accuracy and quality of visual interpretations.
- Review and approve proofs developed by staff member and/or agency.
- Keep projects on schedule and ensure final files are properly documented and stored.

**Knowledge, Skills and Abilities:**

- Ability to develop illustrations and designs from ideas and present them in graphic form.
- Experience in technical design and commercial art methods and techniques.
- Knowledgeable in the materials and equipment used to produce high quality artwork.
- Skilled in Adobe Creative Suite (InDesign, Photoshop and Illustrator).

**Special Job Dimensions:** N/A

**Minimum Education and/Experience:**

Bachelor's degree with a concentration in graphic design, art, or a closely related field. Three to five of years of experience designing advertising, marketing or graphics using design software applications. Must understand branding and marketing and must be able to brainstorm ideas related to branding and marketing.

**Reporting to this position:** N/A

(This position is a Grade C122\*.)

**For further information and to complete an ALC employment application, please contact  
Valerie Basham.**

**Job will be posted internally for 10 days.**

**ALC is an Equal Opportunity Employer. If an accommodation is needed to participate in  
the application process, contact HR.**

\*Pending approval.



## **Documented Work Schedules**

Commissioners –

Last year the Division of Legislative Audit noted there was no documented working schedule for the Agency Director and that the Arkansas Scholarship Lottery does not have a Commission-approved policy for alternate work schedules. They determined this was contrary to Governor's Policy Directive #5, which states: "All State offices shall be open for business between 8 a.m. and 4:30 p.m. However, department directors shall have flexibility to establish other working hours for their department personnel so long as all employees work an eight-hour day. Deviation from the five day, 40-hour work week shall be approved by the Governor."

Legislative Audit recommended that we (1) Seek an Attorney General's opinion as to whether we are exempt from Governor's Policy Directive #5; (2) that we adopt a written policy regarding alternate working schedules and obtain approval from the commission and/or the governor.

I anticipate the Personnel Committee – and perhaps the full commission -- will discuss this tomorrow. #1 above is certainly up for discussion. And below is a draft, reviewed today by Bishop and Matt, which attempts to address #2 above and is open for discussion tomorrow as well. Much of this was taken from language already used by other state agencies.

As email is not a proper forum for this commission to discuss potential business before us, please instead bring your thoughts, concerns and suggestions tomorrow.

Thank you,  
Mark

The following language amends the Arkansas Lottery Commission Personnel Manual:

### **Arkansas Lottery Commission Director and Internal Auditor**

Presence of management personnel in the workplace is essential for proper functioning. The Arkansas Lottery Commission Director and Internal Auditor will be present and fulfilling their responsibilities at the Little Rock headquarters every workday during regular office hours. Excepting state government holidays, the workweek is Monday through Friday, and the workday is eight hours, beginning each day at 8 a.m., with the day's end extending to include a midday break of 30 minutes or longer.

Exempt employees including the Director and Internal Auditor are expected to be present or available at additional times when their presence is essential to the management or workload of the agency. For the two employees who answer to the Commission, any variation from the regular workday schedule will be cleared in advance with the Commission Chair and reported by email that day to all Commissioners. If advance clearance is not possible, the variation will be reported at the earliest possible opportunity to the Chair and all other Commissioners. A variation for non-work-related purposes will

be reported and will require leave time to be taken. Out-of-office variation for work-related purposes, which will occur from time to time, is also subject to same day email reporting to the Commissioners.

*Governor's Policy Directive 5, Standards of Performance, states:*

*All State offices shall be open for business between 8 a.m. and 4:30 p.m. However, department directors shall have flexibility to establish other working hours for their department personnel so long as all employees work an eight-hour day. Deviations from the five-day 40-hour workweek shall be approved by the Governor.*

### **Flexible Work Hours Policy**

Effective immediately, the following Flex-Time Policy is in effect for the Arkansas Lottery Commission:

The Commission administrative office will be open for business between the hours of 8:00 a.m. and 4:30 p.m. While the normal workday for full-time employees is eight (8) hours during that period each day, other variable workday schedules exist in the agency. The agency operates on a 24-hour basis and effective schedules must be set. For most employees, the basic 40-hour workweek consists of five eight-hour days with a minimum 30 minute mid-day break extending the departure time. Each Administrator is responsible for establishing the work schedule of employees under his/her charge. Schedules not in keeping with the 8 a.m. arrival or the full eight hour work day (part-time employee) must be approved by either the Director or Internal Auditor (i.e., to whom the employee reports) and the Arkansas Lottery Commission.

Administrators are encouraged to develop reasonable long-term flex-time schedules for employees whenever taxpayer needs will not be affected and management concurs. Examples include but are not limited to the schedules of evening draw personnel under the Internal Auditor or the Gaming Director, or a clerical or accounting employee negotiating a regular schedule of 7:30 to 4:00 or 8:30 to 5:00. The following criteria must be met when establishing a flex-time schedule:

1. Offices must be sufficiently staffed between the hours of 8:00 a.m. and 4:30 p.m.;
2. Work exists that can be performed during the flex-time schedule, and no customer service is decreased during regular work hours;
3. Employees on flex-time are supervised.

Employees electing the Alternative Work Schedule (AWS) will be charged 8 hours of sick or annual leave for any full scheduled workday off (or the number of hours normally worked for part-time employees).

Employees electing AWS will remain subject to any existing ALC Leave Without Pay Policy.

AWS nonexempt employees who are required to work on state holidays will accrue matching hours to be taken at a later date or will be paid overtime as previously authorized by the



Commission. Use of accrued holiday time must be approved in advance by the appropriate supervisor.

All or any employees may be required to email or use a date/time stamp to track arrival and departure at the beginning of each workday.