

March 1, 2024

The Honorable JB Pritzker Governor State of Illinois 207 State Capitol Springfield, IL 62702

Dear Governor Pritzker:

The State Services Assurance Act, Public Act 95-707, requires each state agency to report annually on the staffing level of bilingual employees to the General Assembly.

Enclosed, please find the 2024 annual report from the Illinois Lottery.

Should you have any questions or need any additional information, please contact Peter Romano, Lottery Personnel and Labor Relations Manager at 217/524-5252.

Sincerely,

Harold Mays

Director

Enclosure

CC:

Scott Gillard, Lottery Chief of Staff



Position Title	Full Name	Position #	Position Option
OFFICE ASSOCIATE / Des Plaines Prize Center	Cazares, Elizabeth M.	30015	SPANISCH SPEAKING
			* q.
OFFICE ASSOCIATE / Chicago Prize Center	Garcia, Jose	30015	SPANISH SPEAKING
OFFICE ADMINISTRATOR 4 / Chicago Prize Center	Hernandez, Denise	29994	SPANISH SPEAKING
		1	
OFFICE COORDINATOR / Chicago Office	INIGUEZ, NORA	30025	SPANISH SPEAKING

JB Pritzker Governor

Harold Mays Director

Illinois Lottery 122 S. Michigan Avenue 19th Floor Chicago, IL 60603

(312).793.3030 - Main (312)-793-5514 - Fax

101 W. Jefferson Street Springfield, IL 62702 217.524.5240 direct

www.illinoislottery.com

CMS Illinois Department of CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITL	E	W	ORKING TITLE (IF ANY)	Bilingual Code		ion Title on Code	2. POS	ITION NU	MBER		
Existing Position											
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New/Revised Position											
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			eral and State tax withhol								
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	and loss of collection	nemos	and informational reporti ies; prepares and logs re	s, answe	ers inc	coming	delepho	one calls	i; main	idential	coras
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0070			r system. Prepares appr								
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10			ors. Independently maint								ecords
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			iminate possibility of loss								
			s prizes up to \$25,000 in								
25%	Explains and inf	terprets	rules, regulations and pro	ocedures	to w	inners,	non-wi	nners a	nd the	general	public,
	speaking in Spa	anish as	needed. Manually prepa	ares and	adjus	ts tota	ls on 57	754 tax f	orm for	r multi	
	winners, prepro	cessing	claims after validation fo	r paymer	nt vou	chers.	Interp	rets and	explai	ns Fede	eral
	and State tax w	ithholdir	ng rules.								
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10%	5.	compiling, writing and e reports for Supervisor's	diting activity, productivity, informative and approval prior to forw mail, assigns control numbers; pr	inners, check-writing reports, etc. Assists in ational and statistical reports; prepares final rarding to Finance staff. Prepares and logs all repares return receipt cards and maintains logs
05%	6.		ly maintains confidential, general, s reference and narrative files per	subject, alphabetical and follow-up files; taining to prize winners.
05%	7.	Performs other duties a enumerated above.	s required or assigned which are	reasonably within the scope of the duties
				ning and reviewing work, preparing, conducting and signing
performance	eval	uations; effectively recommend	ling and imposing disciplinary action and	adjusting grievances for the incumbent of this position.)
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18. CHECK THE	APP			
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NOTE: Su	/ISOF	OR LEAD WORKE	R bilities <u>must</u> be described in a detailed	I duty statement(s) with a time percentage(s) allotted. te incumbents or authorized funded headcount:
NOTE: Su	/ISOF	OR LEAD WORKE sory or lead worker responsi ked above, list position title, po	R bilities <u>must</u> be described in a detailed	
NOTE: Su	/ISOF	OR LEAD WORKE	ER bilities must be described in a detailed position number, and number of subordinate	te incumbents or authorized funded headcount:
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CIVIS Illinois Department of CENTRAL MANAGEMENT SERVICES

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3. AGENCY		4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7 A/I AUTH	8 AUDIT	9, OFFICE USE			
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16. (CONTINU	IED)			
% OF TIME	16	. COMPLETE, CURRENT /	AND ACCURATE STATEMENT OF PO	OSITION ESSENTIAL FUNCTIONS cont
10%	5.	compiling, writing and reports for Supervisor's	editing activity, productivity, informa 's review and approval prior to forwad d mail, assigns control numbers; pre	nners, check-writing reports, etc. Assists in ational and statistical reports; prepares final arding to Finance staff. Prepares and logs all apares return receipt cards and maintains logs
05%	6.	Establishes and secure classifies and maintain	ely maintains confidential, general, ens reference and narrative files perta	subject, alphabetical and follow-up files; aining to prize winners.
05%	7.	Performs other duties enumerated above.	as required or assigned which are r	reasonably within the scope of the duties
17. POSITION	TITLI ce eva	E AND NUMBER OF IMMEDIA	ATE SUPERVISOR (Responsible for assign nding and imposing disciplinary action and a	ing and reviewing work, preparing, conducting and signing adjusting grievances for the incumbent of this position.)
			20001	WORKING TITLE (IF ANY)
		itor IV 29994-45-10-210		JRTC Claims Supervisor
18. CHECK TH		PROPRIATE BOX IF THIS PO		
				duty statement(s) with a time percentage(s) allotted.
				e incumbents or authorized funded headcount:
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CIVIS Illinois Department of CENTRAL MANAGEMENT SERVICES CONTER

POSITION DESCRIPTION

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20%	1.	Serves as working	ng supe	ervisor; assigns and revie	ws work;	pro	vides qu	uidance	and trai	inina te	o assign	ed
		staff; counsels st	aff reg	arding work performance	; reassig	ins s	taff to n	neet da	v-to-day	opera	tina nee	ds:
		establishes annu	al goal	s and objectives; approve	es time o	ff; p	repares	and sig	ins perf	orman	ce evalu	ations.
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15%	2.	Develops, recom	mends	and implements new an	id/or revis	sed (policies	and pro	ocedures	affec	ting	
		processing opera	ations;	conducts studies, compile	es data a	and s	submits	reports	to supe	rvisor.	Attend	s staff
		meetings to keep	o appris	sed of new developments	within th	ne D	epartme	ent.				
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		writing centers di	ally ens	suring it is staffed continu	iously dui	ring	working	l hours.	Coordi	nates i	the winn	er
				Claims Center, obtaining					e winnei	rs (pict	tures an	d
		questionnaires) a	and for	wards information to Lotte	ery's Priv	ate	Manage	er.				
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		and procedures.	arge pa	ayout. Ensures Claims C	enterisi	n co	mpliand	e with a	ali bulldii	ng poli	cies, co	aes
		and procedures.										
10%	5.	Provides directio	n and a	advice to subordinates; re	acolyaa a	rooc	ماسحام	mahlana		التحدث مسالا	: f	
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		oorid old.		- NAME OF THE PROPERTY OF THE	RO TEL	\int_{C}						
10%	6	Translates proced	dures :	questions and document	15/11/12/15/		h for in	dividual	e who o	annot	enoak o	road
.5 /0	~.	English Assists	other I	Department staff by provi	dina tran		on from	umuudi Enaliel	o will be o to Sno	amioti nich s	and vice	versa
		during conference	e calls	and by translating writter	o of the		ence	Lugiisi	, to opa	111311, 6	ald VICE	voisa,
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16. (CONTINUE	D)			OFFICIAL FORESTIAL FUNCTIONS
% OF TIME	16.	COMPLETE, CURRENT A	ND ACCURATE STATEMENT OF PO	SITION ESSENTIAL FUNCTIONS cont
10%	7.	problems; follows-up or use and application of e	specific agent requests; provides	f and agents regarding complaints and ticket on-the-job training designed to enhance the new staff in terminal word processing and/or
5%	8.	Performs other duties a enumerated above.	ns required or assigned which are r	easonably within the scope of duties
	Literature of the state of the			
17. POSITION 7 performance	ITLE eval	AND NUMBER OF IMMEDIA uations; effectively recommen	TE SUPERVISOR (Responsible for assign ding and imposing disciplinary action and a	ing and reviewing work, preparing, conducting and signing djusting grievances for the incumbent of this position.)
	400	TO 45 40 040 00 04		WORKING TITLE (IF ANY)
Executive 2	138	52-45-10-210-00-01		Check Writing & Claims Manager
18. CHECK THE	APP	ROPRIATE BOX IF THIS POS	SITION IS A:	
⊠ SUPER\	/ISOI	R OR 🗆 LEAD WORK	ER	
NOTE: Su	pervi	sory or lead worker respons	ibilities <u>must</u> be described in a detailed	duty statement(s) with a time percentage(s) allotted.
				e incumbents or authorized funded headcount:
	Po	sition Title	Position Number	No. of Incumbent or Funded Vacancies
Office Coord	_		30025-45-10-210-31-01	1
Office Assoc			30015-45-10-210-31-01	2
Office Assoc			30015-45-10-210-31-02	1
	•			
OF THE WORK	OF T	THIS POSITION. NOTE: SINC ENTIFIED ON STANDARDS, T	CE THERE ARE NOW SEVERAL OPTION THE PHRASE "SAME AS SPECIFICATION	NECESSARY FOR THE SUCCESSFUL PERFORMANCE S OF SKILLS AND ABILITIES AND LICENSURE OR N" CAN NO LONGER BE USED.
Requires kno	m/le	dge, skill and mental dev	relopment equivalent to completion	of two years study at a secretarial/business
college and l	wo y	ears office experience;	or, completion of high school and f	our years Office Assistant experience; or four

years independent business experience. Requires extensive knowledge of office procedures and programs; elementary mathematics and grammar. Requires working knowledge of the agency's program operations and policies. Requires ability to direct and supervise the work of a nonprofessional office staff; operate manual and automated office equipment. Requires the ability to speak and write Spanish at a colloquial skill level. Requires possession of an appropriate valid driver's license.



Illinois Department of

NOV 23 2015

Sew/Revised Position	. POSITION TI	TLE	WORKING TITLE (IF ANY)	ERVICE Bilingual	Position Tit	2 PO	SITION NU	MBER		
### STRICE COORDINATOR 29 S2 30025-45-00-000-01-01	disting Position		,	Code	Option Cod	<u>' </u>				
### STRICE COORDINATOR 29 S2 30025-45-00-000-01-01	aw/Revised Position	1					··			
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tottery Executive 0 0 016 N R D. SECTION 11. UNIT 12 TRANSACTION CODE 13. EFFECTIVE; SET TION 15. BARGAINING/TERM CODE 14. MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC024 POSITION MC024		mator	4 BUREAU/ DIVISION	29	32	5. EXMT	6. WORK	7. A/I		9. OF
Ottery SECTION 11. UNIT 12. TRANSACTION CODE 13. SEPTECTIVE! 11. UNIT 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 15. CODE 16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 16. OF TIME 16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 16. OF TIME 17. CODE 18. Serves as Division Timekeeper and building contact. Arranges for vehicle service and prepares log and reports. Serves as Hispanic Liaison for the Director's Office, writing, speaking and conferring in Spar Acts as a back-up to Private Secretary and Check Writing Center as required. 25% 1. Serves as a communication channel with the public, staff, government personnel, and other stakehole verbally in person and via telephone, and through written communication including letters, memos, are other material from rough drafts and verbal instructions. Requests information, supplies, equipment, services to aid Lottery programs, operations and activities. Makes arrangements and preparations for meetings. Assists with drafting, improving, and preparing updated policies and procedures. Compile information into reports and circulates confidential documents to department managers. Creates and maintains files of correspondence and information. 20% 2. Assists Director and staff by conferring in Spanish and coordinating, explaining or providing general information, through personal and telephone contact to the public; communicates at a colloquial level verbally and in writing, in Spanish to provide information concerning available services; clarifies processes and procedures to Spanish clientele, Lottery players, Lottery offices and others, relating to winner s	kisting Position		4. 301(2)(0) 3. (10)(0)			CODE	COUNTY	AUTH.	8.AUDIT	US
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RC-014 N Modes	lew/Revised Position	1					149 DOWN	WARD F	REALLOCA	TION
Under direction, performs a variety of highly responsible secretarial and clerical duties; keyboards reports and routine correspondence; answers telephone inquiries of a routine nature; assists supervisor in compil data for special reports; receives, opens and distributes incoming mail; maintains general and confidentia files. Serves as Division Timekeeper and building contact. Arranges for vehicle service and prepares log and reports. Serves as Hispanic Liaison for the Director's Office, writing, speaking and conferring in Spar Acts as a back-up to Private Secretary and Check Writing Center as required. 1. Serves as a communication channel with the public, staff, government personnel, and other stakehold verbally in person and via telephone, and through written communication including letters, memos, are other material from rough drafts and verbal instructions. Requests information, supplies, equipment, services to aid Lottery programs, operations and activities. Makes arrangements and preparations for meetings. Assists with drafting, improving, and preparing updated policies and procedures. Compiler information to reports and circulates confidential documents to department managers. Creates and maintains files of correspondence and information. 20% 2. Assists Director and staff by conferring in Spanish and coordinating, explaining or providing general information, through personal and telephone contact to the public; communicates at a colloquial level verbally and in writing, in Spanish to provide information concerning available services; clarifies processes and procedures to Spanish clientele, Lottery players, Lottery offices and others, relating to winner selection methods and processing of claims. Provides translation services for marketing materials. 3. Serves as division timekeeper; manages staff attendance requests and daily time records; assists oth timekeeping managers and staff. 4. Receives, opens, sorts and distributes incoming mail; keeps supervisor appraised of sensitive or prior mail. Order	Cook					□ мс	158 UPWA	RD REAL		
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16. (CONTINUE	ED)			
% OF TIME		COMPLETE, CURRENT	AND ACCURATE STATEMENT OF PO	OSITION ESSENTIAL FUNCTIONS cont
05%		Serves as building con	tact and safety coordinator for Chic	cago office. Ensures all contact information is ned within the guidelines of the State.
05%	7.	As a back-up to Private makes flight and hotel tasks related to the Lo	arrangements; signs letters and ot	opointment calendar; schedules meetings; her documents as authorized; and completes
05%	8.	respose to inquires abo		Check Writing office, provides information in players with filling out claim forms; follows and distributes checks.
05%	9.	Performs other duties enumerated above.	as required or assigned which are	reasonably within the scope of the duties
				ing and reviewing work, preparing, conducting and signing adjusting grievances for the incumbent of this position.)
Director				WORKING TITLE (IF ANY)
Director				
	APPI	ROPRIATE BOX IF THIS PO	SITION IS A:	
		ROPRIATE BOX IF THIS PO		
18. CHECK THE	/ISOF	R OR LEAD WORK	KER	duty statement(s) with a time percentage(s) allotted.
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18. CHECK THE	/ISOF	R OR LEAD WORK	KER sibilities <u>must</u> be described in a detailed	duty statement(s) with a time percentage(s) allotted.
18. CHECK THE	/ISOF	R OR LEAD WORK cory or lead worker response ked above, list position title, p	KER sibilities must be described in a detailed position number, and number of subordinate	duty statement(s) with a time percentage(s) allotted. e incumbents or authorized funded headcount:
18. CHECK THE SUPERV	/ISOF	R OR LEAD WORK cory or lead worker response ked above, list position title, p	KER sibilities <u>must</u> be described in a detailed position number, and number of subordinate	duty statement(s) with a time percentage(s) allotted. e incumbents or authorized funded headcount:
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18. CHECK THE SUPERV NOTE: Sup If a box was 19. SPECIALIZE OF THE WO CERTIFICAT Requires known high school are knowledge of and punctuation instructions. If and Microsoft and Mi	Pos D KN RK C FION Wled and tw office on. Requ Office Off	R OR LEAD WORK sory or lead worker response ked above, list position title, particularly title tion Title IOWLEDGES, SKILLS, ABIL OF THIS POSITION. NOTE: IDENTIFIED ON STANDARE ge, skill and mental develope years of related office a practices, procedures Requires extensive knowing the ability to operate software, and performance software, and performance in the software.	Dibilities must be described in a detailed position number, and number of subordinate position Number Position Number Position Number ITIES, LICENSURE OR CERTIFICATION IS SINCE THERE ARE NOW SEVERAL OPTOS, THE PHRASE "SAME AS SPECIFICA" delopment equivalent to two years of experience or two years of independent programs. Requires extensively will be a substituted to the commonly used manual and automospherical substitution. Received the commonly used manual and automospherical substitution.	duty statement(s) with a time percentage(s) allotted. e incumbents or authorized funded headcount: No. of Incumbent or Funded Vacancies No. of Incumbent or Funded Vacancies NECESSARY FOR THE SUCCESSFUL PERFORMANCE IONS OF SKILLS AND ABILITIES AND LICENSURE OR FION CAN NO LONGER BE USED. If secretarial/business college or completion of endent business experience. Requires extensive e knowledge or composition, grammar, spelling quires the ability to follow oral or written omated office equipment, including computers skill to keyboard accurately at 30 WPM.

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