



March 10, 2025

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 2025 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,

A handwritten signature in blue ink that reads "Harold Mays" followed by a stylized monogram "PM".

Harold Mays  
Director

Enclosure

CC: Scott Gillard, Lottery Chief of Staff



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

JB Pritzker  
Governor

Harold Mays  
Director

Illinois Lottery  
115 South LaSalle  
Suite 2201  
Chicago, IL 60603

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

404 North 5<sup>th</sup> Street  
Springfield, IL 62702  
217.524.5240 direct

[www.illinoislottery.com](http://www.illinoislottery.com)



Illinois Department of  
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS2	30015-45-10-210-21-02			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Finance/Budget & Accounts Payable			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							09/01/16		
New/Revised Position		Des Plaines/Claims 2							
14. WORK LOCATION		15. BARGAINING/TERM CODE			Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position		RC-014			N				
Cook									
% OF TIME		16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
		<p>Under direction, performs a variety of complex clerical duties for the Claims Section; edits, processes and pays on-line and instant claims; reviews, verifies and balances weekly prize and check writing reports; compiles and prepares balancing sheets, logs, statistical records and charts for Lottery players' check writing system; explains and interprets rules, regulations, and procedures to Lottery players and the general public; interprets and explains Federal and State tax withholding rules; assists in compiling data and preparing weekly and monthly reports. Performs complex clerical duties, including keyboarding from rough draft or oral instructions, letters, memos and informational reports; answers incoming telephone calls; maintains records and logs of collection activities; prepares and logs registered and certified mail; maintains confidential subject, general and follow-up files. Writes and speaks Spanish.</p>							
30%		<p>1. Accurately and completely prepares, verifies and edits instant and on-line claims, making any necessary corrections on computer system. Prepares appropriate notification to claimant; prepares logs, control records and statistical reports of claims processed; resolves errors for reprocessing of claims and reviews unresolved errors. Independently maintains ledgers, statistical reports and other control records for the Lottery players' check writing system. Balances daily production reports to ensure accuracy, completeness and to eliminate possibility of loss of system records. Receives prize claims, validates winning tickets and pays prizes up to \$25,000 in the claims center.</p>							
25%		<p>2. Explains and interprets rules, regulations and procedures to winners, non-winners and the general public, speaking in Spanish as needed. Manually prepares and adjusts totals on 5754 tax form for multi winners, preprocessing claims after validation for payment vouchers. Interprets and explains Federal and State tax withholding rules.</p>							
15%		<p>3. Answers incoming telephone calls from the public, banks, Lottery winners and players, officials, Lottery sales agents and others regarding Lottery tickets, validations and check writing activities, or directs them to other professional staff if of a complex nature.</p>							
10%		<p>4. Performs a variety of complex clerical duties including composing and/or editing a variety of responsive or procedural letters and memos for the general public, government officials, Lottery sales agents and others on matters pertaining to prize winners. Composes and/or edits correspondence answering routine inquiries and acknowledges letters received, writing in Spanish as needed. Prepares and files reports as requested from supervisor.</p>							

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DEPT OF LOTTERY

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DIRECTOR OF CMS SIGNATURE: *[Signature]* 27 PERSONNEL/ LABOR RELATIONS  
 IMMEDIATE SUPERVISOR SIGNATURE: *[Signature]* By: *[Signature]*  
 AGENCY HEAD SIGNATURE: *[Signature]*  
 DATE: 9/7/16

16. (CONTINUED)

% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....
10%	5. Maintains logs and records of daily activities, validated winners, check-writing reports, etc. Assists in compiling, writing and editing activity, productivity, informational and statistical reports; prepares final reports for Supervisor's review and approval prior to forwarding to Finance staff. Prepares and logs all registered and certified mail, assigns control numbers; prepares return receipt cards and maintains logs of postage stamp usage.
05%	6. Establishes and securely maintains confidential, general, subject, alphabetical and follow-up files; classifies and maintains reference and narrative files pertaining to prize winners.
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Office Administrator IV 29994-45-10-210-20-01	WORKING TITLE (IF ANY) Des Plaines Claims Supervisor
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR    OR     LEAD WORKER

**NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.**

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbent or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs; Requires extensive knowledge of composition, grammar, spelling and punctuation. Requires working knowledge of basic mathematics. Requires elementary knowledge of agency programs, rules and regulations. Requires ability to follow oral or written instructions; Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability in keyboarding accurately at 45 WPM. Requires ability to write and speak Spanish at a colloquial level.

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16. (CONTINUED)

% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....
10%	5. Maintains logs and records of daily activities, validated winners, check-writing reports, etc. Assists in compiling, writing and editing activity, productivity, informational and statistical reports; prepares final reports for Supervisor's review and approval prior to forwarding to Finance staff. Prepares and logs all registered and certified mail, assigns control numbers; prepares return receipt cards and maintains logs of postage stamp usage.
05%	6. Establishes and securely maintains confidential, general, subject, alphabetical and follow-up files; classifies and maintains reference and narrative files pertaining to prize winners.
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Office Administrator IV 29994-45-10-210-30-01

WORKING TITLE (IF ANY)

JRTC Claims Supervisor

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR  LEAD WORKER

**NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.**

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbent or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs. Requires extensive knowledge of composition, grammar, spelling and punctuation. Requires working knowledge of basic mathematics. Requires elementary knowledge of agency programs, rules and regulations. Requires ability to follow oral or written instructions. Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability in keyboarding accurately at 45 WPM. Requires ability to write and speak Spanish at a colloquial level.

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AUG 11 2016



Illinois Department of  
CENTRAL MANAGEMENT SERVICES  
A. F. R. SHARLD  
SERVICES CENTER

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER			
Existing Position									
New/Revised Position									
Office Administrator IV				29	3S1	29994-45-10-210-30-01			
3. AGENCY			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AJ AUTH.	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position									
Lottery			Finance/Budget & Accounts Payable		0	016	N	R	
10. SECTION			11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
Existing Position								07/16/16	
New/Revised Position									
Check Writing & Claims			JRTC/Claims 3						
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position									
Cook			RC-028		N				
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans, assigns and reviews the activities for the JRTC Claims Unit; serves as working supervisor; develops, recommends and implements new and/or revised policies and procedures affecting processing operations; serves as lead customer service manager; serves as Chicago lead liaison between retail inquiries and delinquencies; translates procedures, questions, and documents into Spanish; serves as specialized liaison between the office, field staff and agents regarding complaints and ticket problems; provides on-the-job training to enhance the use and application of equipment and production.</p>								
20%	1. Serves as working supervisor; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations.								
15%	2. Develops, recommends and implements new and/or revised policies and procedures affecting processing operations; conducts studies, compiles data and submits reports to supervisor. Attends staff meetings to keep apprised of new developments within the Department.								
15%	3. Serves as lead customer service manager. Manages check writing staff. Opens and closes the check writing centers daily ensuring it is staffed continuously during working hours. Coordinates the winner awareness in the JRTC Claims Center, obtaining information from large prize winners (pictures and questionnaires) and forwards information to Lottery's Private Manager.								
15%	4. Serves as Chicago lead liaison between retail inquiries and delinquencies. Informs Finance management of pending delinquencies. Coordinates with JRTC building management and security, including ISP when there is a large payout. Ensures Claims Center is in compliance with all building policies, codes and procedures.								
10%	5. Provides direction and advice to subordinates; resolves procedural problems or sets priorities for processing work to ensure the maintenance of established procedures, production and work schedules, inventory flows, compliance with prescribed methods and standards and strict security regulations and controls.								
10%	6. Translates procedures, questions, and documents into Spanish for individuals who cannot speak or read English. Assists other Department staff by providing translation from English to Spanish, and vice versa, during conference calls and by translating written correspondence.								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 27			 BY			 Tom McLevitt			7/25/16

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16. (CONTINUED)

% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....
10%	7. Serves as specialized liaison between the office, field staff and agents regarding complaints and ticket problems; follows-up on specific agent requests; provides on-the-job training designed to enhance the use and application of equipment and production; training new staff in terminal word processing and/or clerical procedures, techniques and use of equipment.
5%	8. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Executive 2 13852-45-10-210-00-01	WORKING TITLE (IF ANY) Check Writing & Claims Manager
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:  
 SUPERVISOR    OR     LEAD WORKER  
**NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.**  
 If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbent or Funded Vacancies
Office Coordinator	30025-45-10-210-31-01	1
Office Associate	30015-45-10-210-31-01	2
Office Associate	30015-45-10-210-31-02	1

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of two years study at a secretarial/business college and two years office experience; or, completion of high school and four 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.

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CMS

Illinois Department of  
CENTRAL MANAGEMENT SERVICES

A & R SHARED  
SERVICES CENTER

POSITION DESCRIPTION

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		Bilingual Code	Position Title Option Code	2. POSITION NUMBER				
New/Revised Position Office Coordinator				29	S2	30025-45-00-000-01-01				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AJ AUTH.	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position Lottery			Executive			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								11/01/15		
New/Revised Position										
14. WORK LOCATION			15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position										
New/Revised Position Cook			RC-014			N				
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	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 compiling data for special reports; receives, opens and distributes incoming mail; maintains general and confidential files. Serves as Division Timekeeper and building contact. Arranges for vehicle service and prepares logs and reports. Serves as Hispanic Liaison for the Director's Office, writing, speaking and conferring in Spanish. 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 stakeholders verbally in person and via telephone, and through written communication including letters, memos, and other material from rough drafts and verbal instructions. Requests information, supplies, equipment, and services to aid Lottery programs, operations and activities. Makes arrangements and preparations for meetings. Assists with drafting, improving, and preparing updated policies and procedures. Compiles 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 selection methods and processing of claims. Provides translation services for marketing materials.									
15%	3. Serves as division timekeeper; manages staff attendance requests and daily time records; assists other timekeeping managers and staff.									
10%	4. Receives, opens, sorts and distributes incoming mail; keeps supervisor apprised of sensitive or priority mail. Orders and maintains office supplies and equipment for Chicago office.									
10%	5. Works with the Lottery Facilities Manager, to maintain Chicago vehicle fleet and compose reports and logs.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									11/13/15	

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16. (CONTINUED)		
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS cont....	
05%	6. Serves as building contact and safety coordinator for Chicago office. Ensures all contact information is updated within the building and all maintenance is performed within the guidelines of the State.	
05%	7. As a back-up to Private Secretary, maintains Director's appointment calendar; schedules meetings; makes flight and hotel arrangements; signs letters and other documents as authorized; and completes tasks related to the Lottery Control Board.	
05%	8. Serves as a back-up to Check Writing Center. Travels to Check Writing office, provides information in response to inquires about games and processes; assists players with filling out claim forms; follows Check Writing procedures to record information, writes, and distributes checks.	
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Director		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR    OR <input type="checkbox"/> LEAD WORKER		
<b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b>		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbent or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. <b>NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION CAN NO LONGER BE USED.</b>		
Requires knowledge, skill and mental development equivalent to two years of secretarial/business college or completion of high school and two years of related office experience or two years of independent business experience. Requires extensive knowledge of office practices, procedures and programs. Requires extensive knowledge or composition, grammar, spelling and punctuation. Requires extensive knowledge of basic mathematics. Requires the ability to follow oral or written instructions. Requires the ability to operate commonly used manual and automated office equipment, including computers and Microsoft Office software, and perform routine maintenance. Requires skill to keyboard accurately at 30 WPM. Requires ability to speak, read and write Spanish at a colloquial skill level. Requires a driver's license.		