



Classification: Program Technician I

Working Title: Call Center Agent

Position Number: 358-760-9927-xxx

Division/Unit: Sales and Marketing / Customer Service Contact Center

Assigned Headquarters: 700 North 10th St. Sacramento, CA 95811

Position Eligible for Telework: Yes

Job Description Summary

Under the general supervision of the Supervising Program Technician II, in the Customer Service Contact Center, the Call Center Agent provides customer service using a telephone on a wide variety of Lottery-related issues to all Lottery customers including internal staff, players, retailers and the public. This position requires knowledge of all Lottery Scratchers and draw games, the California Lottery Act, Lottery gaming rules and regulations, multiple lottery programs, policies, security procedures, and overall Lottery operations. The position accesses highly sensitive computerized files from both the Lottery and vendors.

Job Description

35%: (Essential) - Answer and respond to incoming calls from the public and players regarding their Lottery winning claims via the Verizon Contact Center (VCC). Provide verbal information to callers, related to lottery games, prize structures, promotions, payment options, claim status, lost warrants and stop payments, ticket validation, misprinted tickets, ticket cashing problems and complaints, and general lottery information. Provide information updates via correspondence to adjoining divisions and units in relation to duties listed above.

35%: (Essential) - Respond to customers' and the general public's incoming calls regarding the 2nd Chance program. Provide verbal information to callers related to their 2nd chance accounts - how to make changes and update their account. Provide information on how to verify their account, how to submit entries and claim 2nd Chance draw prizes.

15%: (Essential) - Respond to calls from Lottery retailers and provide Instant Game service support to the retailer network. This includes validating tickets when in-store equipment fails, or retailers are unable to do so. Provide information related to gaming terminal issues, ticket delivery, requests for adjustment, Scratchers® pack transfers, lost packs, and game information.

10%: (Essential) - Record all requests, suggestions, and complaints received through the VCC and forward to the appropriate unit for resolution. Provide backup telephone coverage for other Lottery units as needed. Serve as back-up to other staff, performing appropriate level duties and participate in cross-training to ensure coverage for absences (unanticipated or unexpected as well as planned).



Program Technician

5%: (Marginal) - Participate on committees, attend meetings, and perform other appropriate duties including special projects, as necessary.

Scope and Impact

- a. Consequence of Error: Adding workload to other Call Center Agents, abandonment rate increase and unable to provide the necessary customer service to our callers.
- b. Administrative Responsibility: Providing customer service to our callers to fulfill our Mission Statement.
- c. Supervision Exercised and Received: Receives supervision from the Supervising Program Technician II, and from the Supervisor I. This position does not supervise others.
- d. Personal Contacts: The Program Technician has numerous, daily contacts with the public, players, Lottery retailers, District Sales Representatives, and other levels of technical and professional staff within the Lottery, as well as with vendors and contractors.

Physical and Environmental Demands

Use of computer, phone, headset, copier, and other standard office equipment during the workday. Sitting or standing in front of a computer screen for prolonged periods of time is required.

Working Conditions and Requirements

- a. Schedule: Monday thru Friday 8:00 am to 5:00 pm
- b. Travel: Minimal
- c. Other: Work is conducted in climate-controlled office setting.

Effective Date:

NOTE: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.



SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I can perform the essential functions listed with or without Reasonable Accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee Signature

Printed Name

Date