



Classification: Program Technician III

Working Title: Claims and Post Payments Technician III

Position Number: 358-221-9929-003

Division/Unit: Finance/Prize Payments

Assigned Headquarters: Headquarters

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the general direction of the Post-Payment Supervising Program Technician III, the Program Technician III serves as an expert resource responsible for independently performing the most sensitive and complex functions related to the validation and payment of California State Lottery prizes. This position requires in-depth knowledge of the California State Lottery Act, Lottery regulations governing Draw Game and Scratchers® products, internal policies and procedures, the internal gaming system used to manage retailer and claimant data, and the security protocols necessary to ensure accurate and confidential prize payment processing.

Job Description

45% (Essential Functions) Conduct research, contact claimants, document findings, develop a course of action and process payment claims as appropriate; process stop payments and stale-dated payments; research and process returned warrant inquiries (RWI) received from the State Controller's Office (SCO); void and process payments from the re-deposit of warrants such as death file matches, stop payments, warrant errors, and escheated payments. Process warrants for payment either by re-issuing or re-keying for Manual Audit Tape Claims (MATC) payment. Serve as point of contact for stop payment requests and returned warrants. Work with Lottery Information Technology Services Division (ITSD), SCO, gaming vendors, and other Lottery units to identify and resolve any issues for post payments and processes.

30% (Essential Functions) Review, research and process exception claims related to the payment of low and high tier prizes. Responsibilities include accessing and evaluating sensitive gaming system records and confidential transaction reports to determine claim and ticket validity, identifying claims requiring referral to the Security and Law Enforcement Division (SLED); organizing reviews and/or further investigations of exception claims with SLED, and communicating with claimants and retailers—verbally or in writing—to resolve outstanding issues. Preparation of manual warrant documentation and key manual exception claims for review by the Claims and Payment Analyst, Post-Payment Supervisor, and/or State Controller's Office auditors.

15% (Essential Functions) Perform post-payment audit of claims keyed by Key Data Operators or Program Technicians during the previous workday; verify item counts; reconcile system reports against claims processed; confirm customer information provided on tickets and/or claim forms following established guidelines.



5% (Marginal Functions) Assist in the development of ongoing training for Prize Payments post payment staff and perform ongoing one-on-one post payment review, training, edits or updates in changes in policies, procedures and validation/payment systems. Perform other job-related duties as assigned.

5% (Marginal Functions) Provide support/backup for production processes as necessary, participate in unit task force for post payment process improvement and attend meetings as requested.

Scope and Impact

- a. Consequence of Error: Failure to use good judgement when handling player information and customer service messaging could result in information being released to unauthorized people, incorrect player information, delay in prize payment, or incorrect information being provided to the public regarding Lottery rules and regulations. This could result in potential legal challenges for the Lottery, questions of integrity and negative publicity; all of which may result in the loss of revenue for public education.
- b. Administrative Responsibility: Program Technician III is responsible for adhering to the laws, rules, policies, and procedures pertaining to civil service employees in general, and specifically to employees of the Lottery. This position requires knowledge of the Lottery rules and regulations, policies, computer systems and security procedures.
- c. Supervision Exercised and Received:
 - a. Supervision exercised – None.
 - d. Supervision received - The Program Technician receives general direction from, and reports directly to, the Post-Payment Supervising Program Technician III, and general direction from the Prepayment Supervising Program Technician III in the Finance Division. May receive assignments and supervision from the Prize Payments Supervisor I-HQ
- d. Personal Contacts:
 - a. The Program Technician III has communications with the public, players, Lottery retailers, and all levels of management and staff within the Lottery. The Program Technician III will also act as a liaison between players and Lottery staff to resolve problems.

Physical and Environmental Demands

Use of typical office equipment including a copier, scanner, and computer (including camera and headset). Occasional movement for meetings, trainings, or presentations. Occasional lifting of up to 20 pounds.

Working Conditions and Requirements

- a. Schedule: Monday through Friday
- b. Travel: Minimal
- c. Other: Work is conducted in a 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 am able to 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



Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all "Insert Text" or "Insert Text to describe the following" prompts.

Classification: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.).

Working Title: Enter the working title of the position if different from the legal class title.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Assigned Headquarters: Enter the physical work location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P, Examinations Analyst.

Job Description: This will consist of 'Essential (E)' duties and 'Marginal (M)' duties (if applicable). Essential duties must be identified in the duty statement directly after the percentage of duties (e.g., 25% (Essential Function) Supervise analytical staff to...) Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 100%.

- Essential Functions – these duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure the duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer's place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job bulletins).

- Marginal Functions – These are additional duties that are incidental or a minimum part of the job. Marginal duties must be identified in the duty statement directly after the percentage of duties (e.g., 5% (Marginal Function) Assist other unit staff with...) These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., other duties assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others.')
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location



Job Description

Working Conditions and Requirements: Describe the following:

- a. Schedule:
- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).