



Job Description

Classification: Supervising Program Technician II

Working Title: Prize Payment Supervisor

Position Number: 358-221-9925-011

Division/Unit: Finance/District Office Prize Payments

Assigned Headquarters: Chatsworth District Office

Position Eligible for Telework: No

Job Description Summary

Under the general direction of the Supervisor I, the Supervising Program Technician II (SPTII), is responsible for supervising staff that process accurate and timely payments of the California State Lottery (Lottery) prizes in collaboration with the SPTII. This position requires a working knowledge of the California State Lottery Act, Lottery Regulations on the variety of games offered at any given time including Draw Game and Scratchers® games, internal operating policies and procedures, the internal Aurora® Navigator system used to manage retailer and claimant account information, and the confidential security requirements and protocols associated with the validation and payment of prizes.

Job Description

45% Essential Function Closely supervise staff in the daily operations of processing claims and the payment of prizes at the district office. Ensure and maintain the integrity of all claim and payment functions according to Lottery rules, regulations, policies, and procedures. Oversee and provide guidance and direction to staff in handling complex and/or sensitive calls related to prizes and the status of claims. Oversee and/or personally perform the review and approval of payments. Monitor workload and adjust staffing schedules as needed to process daily volumes of claims in partnership with the full-time, permanent SPTII. Coordinate with the gaming vendor and other Lottery Divisions to ensure necessary resources such as equipment, system processing, physical access and security are available. Monitor and maintain a low error rate.

25% Essential Function Assist Lottery Sales Manager in handling escalation phone calls from the technician staff working in the district office and telephone calls from retailers, District Sales Representatives (DSRs), Headquarters staff and the general public concerning every aspect of the Lottery; respond in a helpful and courteous manner to all calls; answer questions of a routine to technical nature; refer or take messages for other calls. Monitor Finance program technicians to ensure they are trained and providing accurate and timely information to customers over the phone.

15% Essential Function Develop and maintain statistics and reports to effectively manage, monitor, control and report on claims processed. Serve as the liaison with other Lottery division management and external agencies such as Information Technology Services Division (ITSD) staff, Accounting Operations, and the State Treasurer's Office (STO) to identify and resolve problems that arise from the daily processing. Represent the district office payment staff on multi-disciplinary task forces, committees and projects associated with major Lottery system changes and the implementation of new games and promotions. Prepare written reports and make recommendations to management regarding these activities.



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10% Essential Function Develop questions and conduct interviews to fill vacancies. Motivate, train and ensure that staff has the tools that they need to do their jobs. Resolve or assist in resolving the most complicated and non-routine work-related problems that cannot be resolved at the staff level. Handle sensitive personnel matters and conflict resolution. Initiate and handle corrective, disciplinary, and adverse actions as necessary. Ensure that staff are informed of and adhere to departmental policies and standards on ethics, conflict of interest, and harassment prevention. Review attendance reports, administer and maintain records of leave usage. Complete probation reports, annual performance appraisals, and update duty statements as needed.

5% Marginal Function Work with the Finance Division Supervisor I and/or other members of the Finance and Sales management teams to develop and implement the Department's long and short-term Business Plan Objectives. Perform other job-related duties as required.

Scope and Impact

Consequence of Error: Failure to use good judgement when handling player information and customer service messaging could result in information being released to unauthorized persons, 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.

- a. **Administrative Responsibility:** The Supervising Program Technician II 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.
- b. **Supervision Exercised and Received:**
 - a. **Exercised** -The Supervising Program Technician II directly supervises one to four Finance Division Program Technicians and provides supervision and direction to one to two Sales Division office staff under the Program Technician or Office Technician classifications.
 - b. **Received** -The Supervising Program Technician II receives general direction from and reports directly to the Supervisor I in the Finance Division but may receive direction and assignments from the District Sales Supervisors and Lottery Manager (Sales).
- c. **Personal Contacts:** The Supervising Program Technician II will have a high volume of communications with the public, players, Lottery retailers, vendors, and Lottery staff and management. In addition, the incumbent will act as a liaison between customers or winners and Lottery Headquarters' staff.

Physical and Environmental Demands

Use of typical office equipment including a copier, scanner, and computer. Occasional movement for meetings, trainings, or presentations.

Working Conditions and Requirements {Insert Text to describe the following}

- a. **Schedule:** Schedule: Monday through Friday 8:00am to 5:00pm
- b. **Travel:** N/A
- c. **Other:** N/A



Job Description

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



Job Description

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:

- Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- 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'.)
- 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).