



Classification: Supervising Program Technician II

Working Title: Prize Payment Supervisor

Position Number: 358-221-9925-001

Division/Unit: Finance/District Office Prize Payments

Assigned: Sacramento District Office

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the general direction of the Supervisor I, the Supervising Program Technician II (SPTII), is responsible to supervise staff that process accurate and timely payments of the California State Lottery (Lottery) prizes. 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) 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 Analyst I. 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) 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; and answer questions of a routine, to technical nature or 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) 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



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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.

10% (Essential) Develop questions and conduct interviews to fill vacancies. Motivate, train, and ensure that staff have the tools, resources, and procedural knowledge necessary to perform their duties effectively. Provide ongoing guidance, coaching, and structured training to ensure staff understand and consistently follow established procedures, and program expectations. Administer training, lead onboarding sessions for new employees, and facilitate refresher training as operational needs evolve. Verify the completion of required training assignments, maintain accurate training progress records, and ensure that all mandatory training is completed on time in accordance with departmental requirements.

Conduct daily program evaluation by monitoring workflow, reviewing staff performance, assessing adherence to procedures, and identifying opportunities for process improvements. Address performance issues proactively by providing timely feedback.

5% (Marginal) 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 from 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.



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- b. **Received**-The Supervising Program Technician II receives general directions from and reports directly to the Supervisor I in the Finance Division but receives assignments and supervision within the office location 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

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

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



Job Description

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