



Classification: Program Technician

Working Title: Program Technician

Position Number: 358-743-9927-001

Division/Unit: Sales District Sales

Assigned Headquarters: San Diego District Office

Position Eligible for Telework (Yes/No): No

Job Description Summary

Under the close supervision of the Lottery Manager (Sales), the Program Technician is responsible for performing a variety of duties related to providing specialized technical services to Lottery claimants, players and retailers. The incumbent performs routine, technical duties related to the validation and payment of claims for California State Lottery (Lottery) prizes. This position requires a working knowledge of the California State Lottery Act, Lottery gaming rules and regulations, policies, security procedures, and computer systems including the Enterprise Series Players Services and Retailer Services gaming systems.

Job Description

35% (Essential) – Attend customer window; assist claimant in completing claim forms; answer questions regarding payments, timeframes, rules, and regulations; log all forms; check for fraudulent tickets; handle customer complaints. Maintain alpha and numeric filing systems for claims, reports, and correspondence.

35% (Essential) – Answer telephone calls from retailers, District Sales Representatives (DSRs), Headquarters staff and the general public concerning a wide variety of Lottery-related subject or areas; respond in a helpful and courteous manner to all calls; answer questions of a routine to technical nature and refer or take messages for other calls.

20% (Essential) – Assist retailers with requests for Point-of-Sale material or other supplies; answer retailer inquiries regarding credits and accounts; access account information on the Lottery computer system.

10% (Marginal) – Perform other job-related duties as required including but not limited to keying claim data into gaming system for prize payment.



Scope and Impact

- a. Consequence of Error: Failure to provide accurate information in a courteous manner while attending the retailing window, public counter or on the telephone could result in poor customer relations, failure of winner to obtain their money in a timely manner and errors in retailer accounts.
- b. Administrative Responsibility: Documentation of issues received through phone calls and inquiries from retailers and players (the public). Other administrative activities to support state employee expectations and district office operations.
- c. Supervision Exercised and Received: The Program Technician receives close supervision from and reports directly to the Lottery Manager (Sales) but may receive assignments and supervision from the District Sales Supervisors and the Supervising Program Technician II in the Finance Division. The Program Technician does not have any supervisory responsibilities.
- d. Personal Contacts: The Program Technician will have a high volume of communication with the public, players, Lottery retailers, vendors and all levels of management and staff throughout the Lottery. In addition, the incumbent will act as a liaison between customers or claimants and Lottery headquarters staff.

Physical and Environmental Demands

Use of computer, phone, copier, and other standard office equipment during the workday. Most work can be performed seated or standing at an assigned workstation; occasional need to assist with transporting files, supplies, and other workplace equipment as needed. Majority of work conducted in a public-facing office setting frequented by staff members, retailers, customers, and other members of the public.

Working Conditions and Requirements

- a. Schedule: 8am – 5pm Monday-Friday
- b. Travel: None
- c. Other: Work in an 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



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