Classification: Program Technician

Working Title: Customer Service Technician

Position Number: 358-221-9927- 004

Division/Unit: Finance/Prize Payments DO

Assigned Headquarters: Sacramento DO

Position Eligible for Telework: (Yes/No**) No**

Job Description Summary

Under the close supervision of the Supervising Program Technician II, the Program Technician is responsible for performing a variety of specialized semi-technical duties in providing service to Lottery winners, players, and retailers. The incumbent performs routine, semi-technical duties related to validation and payment of claims for California State 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 Aurora® Navigator. Aurora Navigator is an internal system used to manage retailer and claimant account information.

Job Description

45% (Essential Functions) Key claim data into Aurora Navigator; distribute copies of claim forms to appropriate files; log all forms; check for fraudulent tickets; handle customer complaints; and maintain alpha and numeric filing systems for claims, reports, and correspondence.

35% (Essential Functions) Attend customer window; validate tickets using terminal machines; assist customers in completing claim forms; answer questions regarding payments, processing timeframes, game rules, and Lottery regulations.

15% (Essential Functions) Provide information and assistance for Headquarters staff and the general public concerning every aspect of the Lottery either over the phone, in person, or in writing on topics such as rules, regulations, forms, status of claims. Respond in a helpful and courteous manner to all calls; answer questions of a routine to technical nature or refer or take messages for other calls.

5% (Marginal Functions) Perform other job-related duties as required and provide backup to the Sales Division Program Technicians and Office Technician.

Scope and Impact

a. Consequence of Error: Failure to use good judgment 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

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Lottery, questions of integrity and negative publicity; all of which may result in the loss of revenue for public education.

b. Administrative Responsibility: The Program Technician 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, polices, computer systems and security procedures.

c. Supervision Exercised and Received:
   a. Supervision Exercised – none
   b. Supervision Received - The Program Technician receives close supervision from, and reports directly to, the Supervising Program Technician II in the Finance Division but may receive assignments and supervision from District Sales Supervisors and Lottery Manager (Sales).

d. Personal Contacts: The Program Technician 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 to resolve problems.

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: 8am to 5pm Monday through Friday
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**

EMPLOYEE'S STATEMENT:

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- 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

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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). 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. 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 …….

Working Conditions and Requirements: Describe the following:

a. Schedule:

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b. Travel:
c. Other:

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

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