



Program Technician II (Bilingual – Spanish)

We're looking for energetic, creative, and talented employees to join our dynamic organization! We are a results-driven sales and marketing organization that contributes over \$1 billion to public education every year. If you are looking for an opportunity to make a difference and you are motivated to use your knowledge and experience to build a challenging and satisfying career – look no further! The Lottery strives to create a work environment that supports the growth and development of its employees and recognizes the contribution of each individual. We also offer a variety of development opportunities for our staff, on-site security, on-site restaurants, Golden One ATM, and free parking. What are you waiting for? Apply today!

Salary

\$2,758 – \$3,455

(Eligible for Call Center Pay Differential of \$100 per month and Bilingual Pay Differential of \$100 per month)

Final Filing Date

March 21st, 2017

Position Number

358-350-9928-913

Reference the position number in the “Job Title” section of the State application, Std. 678

Questions About the Job

916-822-8158

careers@calottery.com

Position Location

Corporate Communications Division
Customer Service Center
700 North 10th Street (Off Richards Blvd.)
Sacramento, CA 95811

Send Application To

California State Lottery
Attn: Human Resources (350)
P.O. Box 2630
Sacramento, CA 95812-2630

Who Should Apply

Applicants must be state employees who are currently in the Program Technician II classification, have training and development eligibility, or have current list or transfer eligibility for appointment to this class. Applications will be screened for eligibility and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions.

Duties

Under general supervision of the Supervisor Program Technician II in the Customer Service Center, the Program Technician II (B) provides telephone and e-mail services on a wide variety of lottery-related issues to all Lottery customers including internal staff, players, retailers, and the general public. Specific responsibilities include but are not limited to:

- Respond to customer service calls and e-mails in Spanish and English
- Provide both written and verbal information related to lottery games, prize structures, promotions, payment options, claim status, lost warrants and stop payments, ticket validation, misprinted tickets, ticket cashing problems
- Generate applicable letter(s) and process customer request for draw information, brochures, and/or educational materials
- Respond to telephone calls received through the Interactive Voice Response System (IVR) and e-mail
- Respond to calls from Lottery retailers and provide Instant Game service support to the retailer network
- Provide information related to gaming terminal issues, ticket delivery, request for adjustments, Scratchers pack transfers, lost packs, and game information
- Log nature of calls received into Customer Service Call Center Log

Desirable Qualifications

Competitive applicants applying for the position will have:

- Strong problem resolution, interpersonal and oral communication skills
- Experience with computers, including the ability to type
- Strong organizational skills
- Patience and professionalism

Monday - Friday 8:00 a.m. to 5:00 p.m.

Equal Opportunity Employer: The State of California is an equal opportunity employer to all regardless of age, ancestry, color, disability (mental & physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

Background Investigation: The California State Lottery Act provides that no person may be hired as an employee of the Commission if that person has been convicted of a felony or any gambling related offense. A background check will be required.