



**PROGRAM TECHNICIAN**  
 East Bay District Office  
 JC-64593

*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**

\$2,384 - \$3,203

**Final Filing Date**

May 24, 2017

Applications postmarked after the Final Filing Date will not be accepted.

**Position Number**

**358-721-9927-913**

Please reference the position number in the “Job Title” section on the application.

**Questions About the Job**

Kim Crestelo (916) 822-8419

[careers@calottery.com](mailto:careers@calottery.com)

**Position Location**

Sales and Marketing Division  
 East Bay District Office  
 2489 Industrial Parkway West  
 Hayward, CA 94545

**Send Application To**

California State Lottery  
 Attn: Human Resources (721)  
 P.O. Box 2630  
 Sacramento, CA 95812-2630

**Who Should Apply**

Applicants must have current list eligibility for appointment to this class, be a State employee who has transfer eligibility, Training and Development eligibility, or is currently in the Associate Personnel Analyst Classification. 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 the close supervision of the Lottery Sales Manager, the Program Technician is responsible for performing a variety of duties related to providing specialized technical services to Lottery winners, players, and retailers.

- Answers incoming calls
- Daily contact with management and staff
- Attend customer window, assisting winners in completing claim forms and answering questions
- Assists retailers with rules and regulations
- Answers questions of a routine to technical nature
- Assists retailers for Point-of-Sales material
- Researches information for retailers regarding their accounts
- Conduct surveys of retailers concerning Lottery plans or changes
- Log forms and distribute copies of forms to appropriate files
- Check for fraudulent tickets
- Access account information on computer systems

**Desirable Qualifications**

Competitive applicants applying for this position will have:

- Knowledge of modern office methods, equipment and General procedures
- Ability to follow direction, evaluate situations
- accurately and take effective action
- Ability to meet and deal tactfully with the public and co-workers either in person or by telephone.
- Good attendance
- Excellent Customer Service skills

**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.