



Program Technician II

Permanent-Intermittent

If you have previously applied for this position, you do not need to re-apply

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

\$15.88 - \$19.88/hour

Final Filing Date

September 20, 2016

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

Position Number

358-726-9928-900

Please reference position number in the "Job Title" section on the application

Questions About the Job

careers@calottery.com

(916) 822-8419

Position Location

Sales and Marketing
Scratchers® Inventory Management Center
700 North 10th St.
Sacramento, CA 95811

Send Application To

California State Lottery
Attn: Human Resources (726)
P.O. Box 2630
Sacramento, CA 95812-2630

Who Should Apply

Applicants must be state employees who are currently in the Program Technician II (PI) classification, 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 the general supervision of the Lottery Ticket Sales Supervisor, the Program Technician II, PI provides telephone services on a wide variety of lottery-related issues to Lottery retailers and internal staff. Specific responsibilities include but are not limited to:

- Initiate and receive telephone calls to/from retailers to gain retailer order acceptance and motivate retailers to confirm, activate and display tickets
- Provide Instant Game service support to the retailer network
- Assist, on occasion, with inventory for retailers within an assigned territory or territories
- Work with District Sales Representative and district offices to resolve problems such as lost, stolen, delivery errors, or transfer of Scratchers® and change of ownership
- Remain up-to-date on all games, promotions and features as well as ensuring timely reviews are completed and that retailers have sufficient Scratchers® tickets to maximize sales
- Inform retailers of pertinent information such as new games, game features, sales promotional events, sales campaigns, and/or monies owed
- Assist with special projects internally or with other program areas

Job Requirements

Competitive applicants applying for this position will have:

- A courteous and professional demeanor while performing duties
- Ability to meet and deal tactfully with the public and co-worker either in person or by telephone
- Good interpersonal and oral communication skills
- Organization, patience and dependability
- Knowledge of modern office methods, equipment and general procedures
- Ability to follow direction, evaluate situations accurately and take effective action
- Good attendance
- Bilingual skills, desirable but not required

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.