



PROGRAM TECHNICIAN (RETIRED ANNUITANT)

Salary

\$2,280 – \$2,975

Final Filing Date

Until filled

Position Number

358-722-9927-900

Questions About the Job

Michele Tong (650) 875-2212

Position Location

Sales and Marketing Division
San Francisco District Office
820 Dubuque Avenue
South San Francisco, CA 94080

Send Application To

California State Lottery
Attn: Darlene (722)
P.O. Box 2630
Sacramento, CA 95812-2630

J O B O P P O R T U N I T Y B U L L E T I N

Duties

Under the direction of the Lottery Manager (Sales), the Program Technician's responsibilities include:

- Provide information and assistance on the telephone and in-person to staff, retailers and the general public regarding a variety of Lottery issues
- Conduct surveys of retailers concerning Lottery plans or changes
- Attend customer window, assisting winners in completing claim forms and answering questions
- Log forms and distribute copies of forms to appropriate files
- Check for fraudulent tickets
- Assist retailers with requests for point-of-sale materials or other Lottery supplies
- Respond to customer complaints
- Access account information on computer systems

Job Requirements

Applicants applying for this position must:

- Possess knowledge of modern office methods, equipment and general procedures
- Be able to follow direction, evaluate situations accurately and take effective action
- Be able to meet and deal tactfully with the public and co-workers either in person or by telephone
- Have good attendance

Who Should Apply

Applicants must be retired state employees with eligibility to the Program Technician classification. Applications will be screened for eligibility and only those that best meet the requirements of the job will be considered.

7/22/2008

Equal Opportunity Employer: The California State Lottery is an equal opportunity employer to all regardless of race, religion, ancestry, disability, age, sexual orientation, color, creed, national origin, sex, marital status or political affiliation.

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.

California Lottery[®]