

SUPERVISING PROGRAM TECHNICIAN II

Free on-site parking available

Salary

\$2,953 – \$3,590

(Call Center Pay Differential of \$100 per month)

Final Filing Date

Until Filled

Position Number

358-251-9925-911

Questions About the Job

Mike Doyle (916) 322-6805

Position Location

Operations Division

Business Services, Customer Service

600 North 10th Street (Off Richards Blvd.)

Sacramento, CA 95811

Send Application To

California State Lottery

Attn: Recruitment (251)

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 general direction of the Staff Services Manager I, responsibilities include:

- Daily operations of the Call Center which provides information and services to Lottery players, retailers and the general public
- Plan, organize, and direct the daily work of the Call Center staff
- Research and develop policies, procedures and systems to enhance the Call Center efficiency
- Develop procedures and systems to record, compile and analyze customer and retailer comments, concerns and complaints
- Develop and/or assist in the development of specialized customer service training programs for staff
- Prepare statistical reports for use in tracking productivity and forecasting future needs
- Document, research, and respond to complaints related to customer service
- Monitor workload and computer systems and make adjustments to handle daily volume of calls, including translation services

Job Requirements

Applicants applying for this position must:

- Have strong leadership and interpersonal skills
- Have good written and verbal skills
- Have good working knowledge of the principles of supervision
- Have good personal computer skills
- Be well organized, dependable, patient and professional as well as a strong problem solver

Who Should Apply

You should, if you would like to supervise people who are well trained, highly motivated and dedicated to customer service, and if you would like to be on the cutting edge of helping to design a state-of-the-art telephone system. Applicants should be state employees who are currently in the Supervising Program Technician II classification, or have current list or transfer eligibility for appointment to this classification. Applications will be screened and only those that best meet the requirements of the job will be considered. Appointment is subject to the provisions of SROA/Surplus.

10/23/200

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.



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