



Program Technician (Retired Annuitant)

By joining the California Lottery team, you will be rewarded with the knowledge that the work you do everyday helps support California's public education.

Salary

\$2,280 – \$2,975

Final Filing Date

November 10, 2009

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

Position Number

358-713-9927-900

Questions About the Job

Sid Ramirez (559) 449-2448

Position Location

Sales and Marketing
Central Valley District Office
750 West Pinedale Avenue
Fresno, CA 93711

Send Application To

California State Lottery
Attn: Darlene (713)
P.O. Box 2630
Sacramento, CA 95812-2630

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

Desirable Qualifications

Applicants applying for this position should:

- Possess knowledge of modern office methods, equipment and general procedures
- Have the ability to follow direction, evaluate situations accurately and take effective action
- Have the ability 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.

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.