JOB VACANCY NOTICE

Texas Lottery Commission
P.O. Box 16630, Austin, Texas 78761-6630
Telephone: (512) 344-5000

Communications Specialist I

Posting Number: 030221

Posting Date: 04/02/2021

Closing Date: 04/16/2021, 5:00 p.m.

Salary: B13, $29,439 - $34,449/yr.

Number of Vacancies: 2 Full Time

FLSA Status: Non-exempt / Accounts Examiner I (1073)

Division: Lottery Operations

Work Location Address: 611 East 6th Street, Austin, TX 78701

Refer to: Human Resources

Telephone: (512) 344-5000

Job Summary:
Performs entry-level accounts examination and customer service work. Performs duties of customer service representative for the Texas Lottery Commission via telephone, email, correspondence, fax, and in person. Responds to inquiries and provides assistance to players, licensees, applicants, field personnel, and the general public. Performs analysis of Lottery retailer license applications and documentation to determine if qualifications set forth by the State Lottery Act, Rules, and Policies have been met and to ensure legal compliance. Furnishes applicants, licensees, and field personnel with information and interpretation regarding the State Lottery Act, Lottery Commission Rules and Policies, and the license application process. Prepares and processes correspondence. Maintains and updates automated systems. Performs administrative functions. Works under close supervision with minimal latitude for the use of initiative and independent judgment. This position reports to the Retailer Services Supervisor.

Minimum Qualifications:
- Graduation from a standard senior high school or GED equivalent is required. (Graduation from an accredited four-year college or university is preferred.)
- One year customer service experience dealing with the public is required. (Thirty (30) semester hours of college credit may substitute for one year of experience.)
- Experience with personal computers, including experience with word processing software is required.
- Experience with responding in writing to customer correspondence and/or email is preferred.
- Fluency in Spanish (oral and written) is preferred.
- A writing test may be administered to applicants selected for interviews.
- Willingness to work irregular hours including weekends, holidays and nights as required.
- Willingness to travel for job-related purposes as needed.
- Experience with spreadsheet or database software is preferred.

Knowledge, Skills, and Abilities:
- Knowledge of the State Lottery Act, Rules, and Policies.
- Working knowledge of all Lottery statutes, rules, policies and procedures, and status of all games.
- Working knowledge of all Lottery licensing, retailer accounting, and game rules, policies, and procedures, as well as all updates on the Lottery Operating System and other automated systems.
- Knowledge of accounting and auditing procedures and techniques.
- Good analytical and research skills.
- Strong organizational skills.

- Ability to perform multiple tasks simultaneously.
- Ability to pay attention to detail and evaluate records/documentation for accuracy and legal conformance.
- Ability to prepare concise reports.
- Ability to communicate effectively verbally, in person, on the telephone, and in writing, with diverse groups of people.
- Ability to communicate on a professional level with the public, state agencies, and co-workers.
- Ability to accurately input data into a computer system.
- Ability to document and maintain files in a highly efficient and organized manner.
- Ability to maintain professionalism in a high-pressure customer service environment.
- Ability to type using a personal computer and related word processing and spreadsheet software.
- Ability to work well in a team environment and under pressure.
- Ability to maintain a pleasant and professional work attitude at all times.
- Ability to learn about the Lottery's functions and activities.
- Will be required to complete division or commission training to enhance job-related skills.

Physical and Mental Requirements:

- Must be able to sit or stand for extended periods of time, withstand repetitive work, work under deadlines, and operate standard office equipment, personal computers, and computer software.

Essential Job Functions:

Performs duties of customer service representative for the Texas Lottery Commission via telephone, email, correspondence, fax, and in person:

- Answers telephone inquiries from players, Lottery Retailers, Lottery personnel, Lottery vendors, and the general public regarding lottery statutes, rules, policies and procedures, retailer procedures, use of Lottery equipment, and Retailer Services policies and procedures.
- Provides customer service according to the standards established by TLC procedure for handling agency calls in Retailer Services.
- Responds and takes appropriate action to resolve Lottery customer complaints or problems.
- Assists other lottery personnel in researching or helping to resolve customer service problems.

Performs analysis of Lottery Retailer license applications and documentation and/or furnishes applicants, licensees, and field personnel with information regarding Lottery rules and policies and the license application process:

- Conducts thorough examinations of Lottery retailer license applications and documentation to determine if qualifications set forth by the State Lottery Act, Rules, and Policies have been met and to ensure legal compliance.
- Contacts and assists applicants, licensees, and field personnel by telephone and/or written correspondence regarding information or documentation needed to complete application processing to ensure compliance in accordance with the State Lottery Act and Lottery Commission Rules and Policies.
- Furnishes applicants, licensees, and field personnel with information and interpretation regarding the State Lottery Act, Lottery Commission Rules and Policies, and the license application process verbally, in person, on the telephone, and in writing.
- Communicates with and assists the Retailer Services staff on past-due accounts requiring reconciliation.
- May assist with determination of whether licenses should be issued or denied.

Prepares and/or processes correspondence:

- Prepares correspondence to applicants, licensees, public, or field personnel in an accurate and concise manner.
- Drafts written replies in response to public correspondence, including email.
- Develops communications utilizing standard agency language and terms when responding to commonly asked questions.
- May provide input toward the development of general correspondence and internal operating procedures for the Retailer Services Section.
- May assist with translation of customer correspondence and reverse translation of responses.

Maintains and updates automated systems:

- Performs on-line automated entry and retrieval on the Lottery Retailer Tracking Systems and other licensing databases.
- Reviews existing computer edits, determines validity, and takes appropriate action.

- Updates automated systems with information necessary and required to ensure current and accurate information is reflected.
- Uses data on the Lottery accounting system, general automated systems, and other documentation to resolve retailer issues and answer questions.

Performs administrative functions:
- Records, tabulates, and reports amount and type of calls received.
- Documents calls requiring additional research or assistance.
- Documents action taken on accounts in sufficient detail for co-workers and management to determine status of work in progress or work completed.
- May prepare written reports concerning customer service, including weekly status report.
- May serve as back-up for receptionist and other call center agents within the agency.

Performs related duties and participates in special projects as assigned.

RELATED MILITARY OCCUPATIONAL SPECIALTY CODES:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AccountingAuditingandFinance.pdf

HOW TO APPLY:

Each position applied for must have a separate State of Texas Application for Employment submitted referencing the above position number and title by application deadline to:

Texas Lottery Commission
Human Resources Department
Post Office Box 16630
Austin, Texas 78761-6630

This application may be obtained at the Lottery Headquarters, any Lottery Claim Center, or Texas Workforce Commission offices throughout the State. A completed State of Texas Employment application must be received in our Human Resources office or any Lottery Claim Center statewide by 5:00 p.m. of the closing date stated on the job posting.

Applications submitted via express or overnight delivery mail services should be mailed to the following address:

Texas Lottery Commission
Attention: Human Resources
611 East 6th Street
Austin, Texas 78701

Applications may also be submitted electronically through the Texas Workforce Commission's workintexas.com online system by 11:59 p.m. of the closing date stated on the job posting. When a job opening is posted open until filled, it is best to apply as soon as possible, as the posting may close or be placed on-hold at any time with or without prior notification. Applications will NOT be accepted via fax or email.

Applicants are solely responsible for timely delivery of applications by the deadline.

Proud of Our Diversity - Committed to Equal Employment Opportunities

Applications are not accepted unless submitted for a particular position. Resumes will not be accepted in lieu of the State of Texas application. Only applicants who are invited to interview for the position will be advised of the outcome of the selection process. Tele-conferencing or video-conferencing may be provided for distant interviewees. Selection for the position will be subject to an extensive criminal background investigation. In accordance with legislation effective

September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office. The State Lottery Act contains provisions that set out causes for rejection if applicable. All positions serve at the will of the Executive Director. Job line information is 1-800-375-6886. Persons with a disability needing special services should call 512-344-5000 three (3) days in advance so that appropriate arrangements can be made.

E-Verify

This employer participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.