

# ***JOB VACANCY NOTICE***

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

## **Player Support Specialist I**

**Posting Number:** 080220

**Posting Date:** 08/28/2020

**Closing Date:** Open Until Filled

**Salary:** B17, \$36,976.08/yr.

**Number of Vacancies:** 1 Full Time

**FLSA Status:** Non-exempt / Program Specialist I (1570)

**Division:** Lottery Operations

**Work Location Address:** 3800 Paluxy Drive, Suite 330, Tyler TX 75703

**Refer to:** Human Resources

**Telephone:** (512) 344-5000

### **Job Summary:**

Performs routine (journey-level) consultative services and technical assistance work. Work involves planning, developing, and implementing validations program support work/activities and daily operations and functions of the Validations Section and providing consultative services and technical assistance to program staff, the general public, agency staff and governmental agencies. Performs validations, processing, and/or payments of claims for scratch ticket games and draw games in a Lottery Claim Center in accordance with established commission policies and procedures. Travels to conduct surveys, inspections at Lottery Retailer locations, and other field assignments to monitor compliance with requirements, laws, regulations, policies, and procedures related to the validations program. Performs all duties and responsibilities in a manner that exemplifies the agency's core values of integrity, responsibility, innovation, fiscal accountability, customer responsiveness, teamwork, and excellence. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. Daily office activity is coordinated by the Player Support Coordinator. This position reports directly to a Field Claim Center Supervisor.

### **Minimum Qualifications:**

- Graduation from an accredited four-year college or university is required. (Experience providing technical assistance to the public or program support work may substitute for college on a year-for-year basis.)
- One year experience providing technical assistance to the public or program support work to internal and/or external customers is preferred.
- Willingness to work occasional irregular hours, such as hours other than 8 a.m. – 5 p.m., weekends, and holidays as needed or required.
- Must be willing to travel up to 15% of the time for job-related purposes. Most travel is completed within the service region of the office. Some travel may include overnight stays. Use of personal vehicle for work related travel is required in compliance with State and Agency travel rules and procedures.
- Must have a current driver's license.
- Experience with personal computers to include experience with Microsoft Word, Microsoft Excel, Microsoft Outlook or other email applications, multi-user databases, and the Internet is preferred.
- Experience in the validation, processing, and/or payment of claims is preferred.
- Cashier, teller, financial, or accounting experience is preferred.
- Experience involving field work is preferred.

### **Knowledge, Skills, and Abilities:**

- Knowledge of the Texas Lottery Act enabling legislation.
- Knowledge of local, state, and federal laws relating to the program area.

- Knowledge of public administration and management techniques.
- Knowledge of statistical analysis processes.
- Knowledge of program management processes and techniques.
- Knowledge of common office practices and procedures.
- Strong verbal communication and writing skills.
- Skill in the use of a personal computer, standard office equipment, and computer software.
- Ability to demonstrate excellent technical assistance to the public and program support work skills and maintain a pleasant and professional manner.
- Ability to understand, follow, and explain applicable lottery laws, rules, policies and procedures.
- Ability to interpret and apply Texas Lottery Commission and validation policies, procedures, and regulations.
- Ability to implement administrative procedures and to evaluate their effectiveness.
- Ability to gather, assemble, correlate and analyze facts in order to devise solutions to problems.
- Ability to work well in a team environment.
- Ability to communicate clearly and interact effectively with program staff, vendors and the general public.
- Ability to prepare correspondence, reports, and/or documents.
- Ability to respond to public inquiries in a timely manner.
- Ability to organize duties, follow instructions, and meet demanding deadlines.
- Ability to work well in stressful situations.
- Must have an aptitude for details.
- Ability to train others.

**Physical and Mental Requirements:**

- Must be able to sit or stand for extended periods of time, work under deadlines, and operate standard office equipment and computer software.
- Must be able to climb stairs, stoop, bend, read a tape measure, perform data entry, and type for extended periods of time.
- Must be able to lift boxes weighing up to 25 lbs.

**Essential Job Functions:**

**Provides support and collaborates in the planning, development, and implementation of validations program by:**

- Performing validations, processing, and/or payments of claims in a Lottery Claim Center in accordance with established commission policies and procedures.
- Providing quality internal and external technical assistance to the public and program support work in person, email, and telephone by responding to inquiries and concerns on game rules and commission policies and procedures.
- Collecting funds and issuing receipts for payments received for Lottery retailers and logging payments in the Claims Tracking System to ensure timely processing to retailer's accounts and fiscal accountability.
- Promoting teamwork and working closely with co-workers, peers, and management to encourage an open atmosphere of positive teambuilding.

**Performs an array of technical, training, research, planning, policy, program assessment, and administrative activities related to the validations program by:**

- Interpreting and maintaining a thorough current knowledge of Commission and Lottery policies and procedures, rules and regulations.
- Entering accurate information into databases, reading electronic mail messages daily and responding appropriately, and performing other general program support activities.
- Researching information to solve customer service issues; trouble shooting tickets, claims, and technical problems.
- Performing training related to the duties and responsibilities of the validations program.
- Providing daily support to the Player Support Coordinator in the operation and functions of the Lottery Claim Center and may perform duties of the Player Support Coordinator in their absence.

**Monitors compliance with requirements, laws, regulations, policies, and procedures related to the validations program by:**

- Traveling to conduct Retailer Satisfaction Surveys and inspections of retailer locations for compliance with the Americans with Disabilities Act. Performing all related activities within guidelines and is knowledgeable of applicable procedures.
- Possibly conducting media placement verifications; may include reviewing television, radio, billboard and other advertising components used to market lottery programs to the community.

**Assists in the preparation of administrative reports, studies, and specialized projects by:**

- Working with appropriate staff to timely prepare, review and submit reports/logs accurately, responding to inquiries as needed.
- Maintaining proper office supply inventory and equipment and other necessary records as required.
- Possibly participating in special duties, assignments, or projects as requested by management and effectively and efficiently completing assignments or projects by deadline.

**Performs all duties and responsibilities in a manner that exemplifies the agency's core values of integrity, responsibility, innovation, fiscal accountability, customer responsiveness, teamwork, and excellence.**

**Performs other related duties 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:

[http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_ProgramManagement.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.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](http://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.