ARIZONA LOTTERY JOB ANNOUNCEMENT

CUSTOMER SERVICE REPRESENTATIVE I PHOENIX CLAIMS UNIT

OPEN UNTIL FILLED

SALARY RANGE: \$11.1494-\$14.70 CLASS CODE: ACV38810

POSITION: SL0000000000 GRADE: 13

WORK DESCRIPTION: Performs a variety of tasks regarding customer, vendor and retailer services and inquiries via telephone, in person and through correspondence. Duties may also include interaction with various customers; providing game and program information, policies and procedures, rules and regulations; perform research and resolve various customer problems and complaints; perform data entry; operate computer, ticket terminals, calculator, copy machine and various office equipment; prepare various fiscal transactions and reconciliation reports; process mail and help with mailing projects and perform various customer service duties as assigned. Duties also include handling cash transactions and balancing.

KNOWLEDGE, SKILLS AND ABILITIES: One year of experience in a multi-functional customer service environment. Ability to handle cash transactions and apply basic math computation practices. Ability to operate a PC using Word and Excel. Knowledge of how to operate various office machines and equipment. Criminal history investigation and background check will be conducted for all applicants.

HOW TO APPLY: Apply on-line for this position at the new ADOA Hiring Gateway website: www.azstatejobs.gov. This website will also allow you to search for jobs, view featured jobs and edit your account. Should your qualifications match the requirements, your resume may be considered for referral to hiring officials. Hiring officials will contact you if they wish to pursue your candidacy further. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the U.S. and to complete the required verification document upon hire.

The Arizona State Lottery is an Equal Opportunity/Affirmative Action Reasonable Accommodation Employer. In compliance with the Americans with Disabilities Act (ADA), the Arizona Lottery will make reasonable accommodation(s) during any and all phases of the selection process for individuals with a disability. Persons with a disability may request an accommodation by calling 480-921-4476. Requests should be made as early as feasible to allow sufficient lead time to arrange the accommodation.