



## **Job Announcement**

### **Customer Service Representative**

The Idaho Lottery is seeking a Customer Service Representative to join our fast-paced, dynamic team. The Idaho Lottery Customer Service Representative serves as the first point of contact for visitors, callers, and winners. This is an exciting opportunity for someone looking to be a part of a fun, fast-paced, innovative team, and agency. The pay for this position ranges between \$18-\$20 an hour.

#### **Some of the duties of this position are:**

- Process all winning tickets and claims submitted to the Lottery office, which arrive both in person and through the mail. This position pays winners – best job in the Lottery!
- Answer incoming phone calls and emails, answer player questions, assist Lottery Retailers, and provide overall office, player, and game support.
- Quickly absorb information about all Lottery products, games, promotions, and operations to provide excellent customer service, both internally and externally.

#### **Qualifications & Requirements:**

- Must have excellent customer service skills, including a positive, upbeat attitude, patience, empathy, effective listening skills, and the desire to provide the best experience possible on behalf of the Idaho Lottery.
- Must have excellent verbal and written communication skills.
- Must be highly organized and able to multi-task effectively, work well under pressure and have the desire to learn.
- Must be computer savvy, able to learn new proprietary software quickly, be proficient with data entry and with Microsoft computer programs, including Word and Excel.
- Must be self-motivated, reliable, and committed to impeccable attendance.
- Must be flexible, open minded and work effectively as a team player.

#### **Preferred Qualifications:**

- Candidates with excellent bilingual ability in both English and Spanish are preferred.

#### **Supplemental Information**

##### **To be hired, candidates:**

- Must successfully pass criminal, credit, and public records background checks conducted by the Idaho Lottery.
- Must successfully pass pre-employment and random ongoing drug tests.

The Idaho Lottery is an Equal Opportunity Employer!

**Benefits:**

The State of Idaho offers a robust total compensation package, including medical, vision, and dental insurance; PERSI retirement benefits; paid sick, vacation, and parental leave; and 11 paid holidays per year. For additional information related to benefits and/or State programs, please visit <https://dhr.idaho.gov/StateEmployees/Benefits.html>

**EEO/ADA/Veteran:**

The State of Idaho is committed to providing equal employment opportunities and prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, political affiliation or belief, sex, national origin, genetics, or any other status protected under applicable federal, state, or local laws.

The State of Idaho is committed to access and reasonable accommodations for individuals with disabilities, auxiliary aids and services are available upon request. If you require an accommodation at any step in our recruitment process, you are encouraged to contact (208) 334-2263 (TTY/TTD: 711), or email [ada.coordinator@dhr.idaho.gov](mailto:ada.coordinator@dhr.idaho.gov).

Preference may be given to veterans who qualify under state and federal laws and regulations.

**If you wish to apply for this position, please click on the link below:**

<https://statecareers.idaho.gov/jobs/14654748-customer-service-representative>