

**MASSACHUSETTS STATE LOTTERY COMMISSION
JOB DESCRIPTION**

Title: Customer Service Representative - Woburn Region

Department: Operations/Customer Service

Supervision Received: Assistant Manager Reg Ops

Supervision Exercised: N/A

Grade: 19

Salary Range: \$50,405.17- \$66,833.13

Schedule: Monday – Friday 8:30 a.m. – 4:30 p.m.

JOB SUMMARY:

Answer telephone inquiries from the general public and agents regarding games, winning numbers, etc. process prize check for winners, operate terminals, sell tickets for all games; answer general mail requests for information on winning numbers, games, etc.

ESSENTIAL FUNCTIONS:

- Process customer claims for winning tickets of all games and generates prize checks by following MSLC Standard Claims Guidelines.
- Sell tickets for all Lottery games.
- Answer telephone inquiries from lottery players and agents in a professional and timely manner.
- Respond to mail request for winning numbers, game and other lottery information.
- Communicate to agents the benefits of new games and promotions.
- Provide back up for the switchboard when needed.
- Perform related duties as assigned.

PREFERRED QUALIFICATIONS:

- Must be customer service oriented.
- Have a professional and pleasant telephone manner.
- Strong communications skills are required.
- Thorough knowledge of all Lottery games and the general operation and functions of the lottery.
- Excellent attendance and punctuality.
- Flexibility to adjust work scheduling as needed.

- Knowledge of Microsoft Office Suite and ISYS terminal.
- Must have a Valid Driver's License.

To be considered for this position, please submit your resume or application to the attention of Human Resources, Massachusetts State Lottery Commission, 60 Columbian Street, Braintree, MA 02184. Materials may also be sent electronically to humanresources@masslottery.com

The Massachusetts State Lottery Commission is an equal opportunity employer. Women and minorities are strongly encouraged to apply.

Application Deadline
Tuesday May 29, 2018