



Working title: Validations Specialist I

Class title: Program Specialist III

Posting No.: 0904-26

Opening Date: 10/07/2025

Closing Date: Open Until Filled

Location: Bush Building, 1801 Congress Ave. Austin, TX 78701

Class Code: 1572

FLSA: Non-exempt

Salary Group/Salary: B19, \$48,244.08 - \$51,000.00/yr.

Division: Lottery Operations

Number of positions: 2

WHAT YOU WILL DO

In this unique and exciting position as part of the Lottery Operations Claim Center team, you will be validating and processing payments of claims for Lottery scratch ticket and draw game winners. You will also visit retail locations and/or other locations for business related purposes. If you love providing excellent customer service and team support, this job is for you.

General Description

Performs complex (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 high volume 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. Works with other Divisions of the Commission on certain top-level prize winners/Jackpots. Travels to conduct 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 general supervision with moderate latitude for the use of initiative and independent judgment. Work is performed in a Lottery Claim Center located within a highly populated area. Daily office activity is coordinated by the Validations Coordinator. This position reports directly to the Validations Supervisor.

Essential Job Functions

Collaborates in the planning, development, and implementation of validations program by:

- Performing and overseeing high volume validations, processing, and/or payments of claims in a Lottery Claim Centers in accordance with established commission policies and procedures, including, but not limited to working with other Divisions of the Commission on certain top-level prize winners/Jackpots and coordinating with other state agencies on verifying state holds.
- 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 and Charitable Bingo. Logging payments in the Claims Tracking System to ensure timely processing to retailer's accounts and fiscal accountability. Delivering payments to mail room at pre-scheduled times to ensure timely processing of all payments.
- 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.
- Advising, instructing, troubleshooting, and providing guidance to staff and handling the complex claim and technical program concerns.
- Entering accurate information into databases, processing letters and correspondence to customers, reading electronic mail messages daily and responding appropriately, and performing other general program support activities.
- Assisting with the review of program operations to identify areas in need of change and offering suggestions for improvements or upgrades.
- Possibly maintaining the Gemini daily, ensuring ticket inventory is up to date and accurate. Reconciling weekly amounts from the Gemini ensuring money is accounted for and balanced with printed reports.
- Performing training related to the duties and responsibilities of the validations program.

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

- Traveling to conduct inspections of retailer locations for compliance with the Americans with Disabilities Act. Performing all related activities within guidelines and is knowledgeable of applicable procedures.
- Conducting media placement verifications; may include reviewing television, radio, billboard, and other advertising components used to market lottery programs to the community.
- Possibly coordinating with Legal and the Administration Divisions on proper records retention which includes purging of claim records and responding to open records requests.
- Coordinating with the Security Division on research of damaged, altered, and stolen tickets (i.e., Tickets that are in invalid pack status, previously paid, misprinted, or have altered signature issues) and reviews damaged tickets resulting from vendor or retailer negligence to determine possible refunds of ticket price to players and processes refunds through the Office of the Controller.

Assists in the collection, organization, analysis, and 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.
- Working closely with Enforcement and Mail Room staff to collect and report cash and live ticket returns received from the Enforcement Division resulting from completed Enforcement investigations.
- 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.

Required and Preferred Qualifications

- Graduation from an accredited four-year college or university is required. (Experience providing technical assistance to the public or program support work, in excess of the required two years, may substitute for college on a year-for-year basis.)
- Two years experience providing technical assistance to the public or program support work to internal and/or external customers is required.
- 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 10% 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.
- 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 file boxes weighing up to 25 lbs.

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_ProgramManagement.pdf

HOW TO APPLY

State of Texas applications may be submitted electronically through the Texas Workforce Commission's workintexas.com online system by the closing date stated on the job posting. Applications may also be downloaded through TDLR's website <https://www.tdlr.texas.gov/careers/> and emailed to jobs@lottery.state.tx.us or faxed to 512-344-5240. Applications submitted via email or fax must be received by 5:00 p.m. of the posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly 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 mail or hand delivery. Incomplete applications will not be considered. A resume in lieu of application will be rejected. Additionally, an application with "see resume" within the summary of experience is considered incomplete and will be rejected. Submit a copy of degree if in lieu of experience/skills requirement. To receive Military Employment Preference for any position, submit a copy of the DD214 or DD1300 with application. Applicants are solely responsible for timely delivery of applications by the deadline. All applicants must submit a thoroughly completed application, answering all applicable questions. Applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete.

SELECTIVE SERVICE REGISTRATION

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.

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.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.