



**Working title: Communications Specialist II**

**Class title: Accounts Examiner II**

**Posting No.: 0526-26**

**Opening Date: 05/26/2026**

**Closing Date: 06/09/2026**

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

Class Code: 1074

FLSA: Non-Exempt

Salary Group/Salary: B15, \$38,976.00 - \$45,000.00/yr.

Division: Lottery Operations

Number of positions: 1

### **General Description**

Performs routine (journey-level) accounts examination and customer service work. Performs duties of customer service representative for the Texas Lottery Commission via telephone, email, correspondence, fax, and in person. Responds to inquiries and provides assistance to players, licensees, applicants, field personnel, and the general public. Performs analysis of Lottery retailer license applications and documentation to determine if qualifications set forth by the State Lottery Act, Rules, and Policies have been met and to ensure legal compliance. Furnishes applicants, licensees, and field personnel with information and interpretation regarding the State Lottery Act, Lottery Commission Rules and Policies, and the license application process. Prepares, edits, and processes correspondence. Maintains and updates automated systems. Performs administrative functions. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. This position reports to the Retailer Services Supervisor.

### **Essential Job Functions**

**Performs duties of customer service representative for the Texas Lottery Commission via telephone, email, correspondence, fax, and in person:**

- Answers telephone inquiries from players, Lottery Retailers, Lottery personnel, Lottery vendors, and the general public regarding lottery statutes, rules, policies and procedures, retailer procedures, use of Lottery equipment, and Retailer Services policies and procedures.
- Provides customer service according to the standards established by TLC procedure for handling agency calls in Retailer Services.
- Responds and takes appropriate action to resolve Lottery customer complaints or problems.
- Assists other lottery personnel in researching or helping to resolve customer service problems.

**Performs analysis of Lottery Retailer license applications and documentation and/or furnishes applicants, licensees, and field personnel with information regarding Lottery rules and policies and the license application process:**

- Conducts thorough examinations of Lottery retailer license applications and documentation to determine if qualifications set forth by the State Lottery Act, Rules, and Policies have been met and to ensure legal compliance.
- Contacts and assists applicants, licensees, and field personnel by telephone and/or written correspondence regarding information or documentation needed to complete application processing to ensure compliance in accordance with the State Lottery Act and Lottery Commission Rules and Policies.
- Furnishes applicants, licensees, and field personnel with information and interpretation regarding the State Lottery Act, Lottery Commission Rules and Policies, and the license application process verbally, in person, on the telephone, and in writing.
- Communicates with and assists the Retailer Services staff on past-due accounts requiring reconciliation.
- Assists with determination of whether licenses should be issued or denied.

**Prepares, edits, and/or processes correspondence:**

- Prepares correspondence to applicants, licensees, public, or field personnel in an accurate and concise manner.
- Edits and proofs correspondence written by agency personnel.
- Drafts written replies in response to public correspondence, including e-mail.
- Develops communications utilizing standard agency language and terms when responding to commonly asked questions.
- Provides input toward the development of general correspondence and internal operating procedures for the Retailer Services Section.
- Drafts written responses to public inquiries for signature by the Executive Director or Lottery management personnel.
- May assist with translation of customer correspondence and reverse translation of responses.

**Maintains and updates automated systems:**

- Performs on-line automated entry and retrieval on the Lottery Retailer Tracking Systems and other licensing databases.
- Reviews existing computer edits, determines validity, and takes appropriate action.
- Updates automated systems with information necessary and required to ensure current and accurate information is reflected.
- Uses data on the Lottery accounting system, general automated systems, and other documentation to resolve retailer issues and answer questions.

**Performs administrative functions:**

- Records, tabulates, and reports amount and type of calls received.
- Documents calls requiring additional research or assistance.
- Prepares written reports concerning customer service as needed, including weekly status report.
- Documents action taken on accounts in sufficient detail for co-workers and management to determine status of work in progress or work completed.
- May serve as back-up for receptionist and other call center agents within the agency.

**Performs related duties and participates in or leads special projects as assigned.**

**Required and Preferred Qualifications**

- Graduation from a standard senior high school or GED equivalent is required. (Graduation from an accredited four-year college or university is preferred.)
- Two years customer service experience dealing with the public, including responding in writing to customer correspondence and/or email is required. (Thirty (30) semester hours of college credit may be substituted for experience on a year-for-year basis.)
- Experience with personal computers, including experience with word processing software is required.
- Experience with spreadsheet or database software is preferred.
- Fluency in Spanish (oral and written) is preferred.
- A writing exercise may be administered to applicants selected for interviews.
- Willingness to work irregular hours including weekends, holidays and nights as required.
- Willingness to travel up to 5% for job-related purposes is required.

**Knowledge, Skills, and Abilities**

- Knowledge of the State Lottery Act, Rules, and Policies.
- Working knowledge of all Lottery statutes, rules, policies and procedures, and status of all games.
- Working knowledge of all Lottery licensing, retailer accounting, and game rules, policies, and procedures, as well as all updates on the Lottery Operating System and other automated systems.
- Knowledge of accounting and auditing procedures and techniques.
- Good analytical and research skills.
- Strong organizational skills.
- Ability to perform multiple tasks simultaneously.
- Ability to pay attention to detail and evaluate records/documentation for accuracy and legal conformance.

- Ability to prepare concise reports.
- Ability to communicate effectively verbally, in person, on the telephone, and in writing, with diverse groups of people.
- Ability to communicate on a professional level with the public, state agencies, and co-workers.
- Ability to accurately input data into a computer system.
- Ability to document and maintain files in a highly efficient and organized manner.
- Ability to maintain professionalism in a high-pressure customer service environment.
- Ability to type using a personal computer and related word processing and spreadsheet software.
- Ability to work well in a team environment and under pressure.
- Ability to maintain a pleasant and professional work attitude at all times.
- Ability to learn about the Lottery's functions and activities.
- Will be required to complete division or commission training to enhance job-related skills.

### **Physical and Mental Requirements**

- Must be able to sit or stand for extended periods of time, withstand repetitive work, work under deadlines, and operate standard office equipment, personal computers, and computer software.

### **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\\_AccountingAuditingandFinance.pdf](https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AccountingAuditingandFinance.pdf)

### **HOW TO APPLY**

To apply for a position, you must submit your application, resumé, and TDLR agency required application questions either online through the Texas Workforce Commission's WORKinTEXAS.com website at <https://www.workintexas.com> **or** to TDLR via email at: [jobs@tdlr.texas.gov](mailto:jobs@tdlr.texas.gov) by the closing date stated on the job posting. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted must be received 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, fax, or hand delivery. Incomplete applications may not be considered. If you desire an acknowledgement of the receipt of your application, you should apply via WorkInTexas and one should be auto generated by TWC. Only applicants interviewed will be notified of their selection or non-selection. All candidates recommended for IT, Lottery, and Bingo positions will be subject to an extensive criminal background investigation, including fingerprinting.

### **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.

TDLR is not considering applications from individuals who require sponsorship for an employment visa, including those currently on student or post-graduate visas. All candidates must be approved to work in the United States by E-Verify and must present the needed documentation upon request.

### **TDLR IS AN 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.*