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 **Job Announcement**

**Idaho Lottery – Customer Service Representative**

The Idaho Lottery is looking for an outstanding Customer Service Representative to join our dynamic team. This is an exciting opportunity for someone looking to be a part of a fun, fast-paced, innovative team and agency.

Some of the duties included in this position will be to:

* Process all winning tickets and claims submitted to the Idaho Lottery office both in person via players who come into the lobby and claims received via the mail. This position pays winners – best job in the Lottery!
* Answer incoming phone calls and emails to the Idaho Lottery, answering player questions, assisting Lottery Retailers, and providing 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.
* Must successfully pass criminal, credit, and public records background checks conducted by the Idaho Lottery.
* Must successfully pass pre-employment and ongoing drug tests.

This position is scheduled to work 30 hours per week from 9:30 AM - 3:30 PM Monday-Friday and will be occasionally asked to work up to 40 hours per week starting as early as 8:30 AM and staying as late as 5:30 PM depending on coverage needs. This position is located at Idaho Lottery Headquarters in Boise, Idaho and the pay being offered is $14 per hour plus benefits.

The Idaho Lottery is a self-governing State agency and offers a great benefit package including: medical, dental, vision, disability and life insurance; paid sick and vacation time; all paid State holidays; State retirement program (PERSI); and many others.

If you feel this is the job for you and you wish to apply, please send a cover letter which should include brief details about your interest in this position and what makes you a qualified candidate, along with your resume to jobs@lottery.idaho.gov, or send by mail to the Idaho Lottery, Attn: Jennifer Quinno-Miller, 1199 Shoreline Lane, Suite 100, Boise, Idaho 83702.

This job posting closes August 27, 2021. Submissions must be received or postmarked BY the closing date. Those received or postmarked after the closing date will not be considered.

\*Submissions without both a cover letter and resume may be discarded, so please be sure to include both.

The Idaho Lottery is an Equal Opportunity Employer!