Working title: Player Support Specialist I
Class title: Program Specialist I
Posting No.: 1012-27
Opening Date: 10/16/2026
Closing Date: Open Until Filled
Location: 2 Village Drive, Suite 100, Abilene, TX 79606
Class Code: 1570PN
FLSA: Non-Exempt
Salary Group/Salary: B17, $42,976.08 - $44,820.00/yr.
Division: Lottery Operations
Number of positions: 1

General Description

Performs routine (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 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. 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 moderate supervision with limited latitude for the use of initiative and independent judgment. Daily office activity is coordinated by the Player Support Coordinator. This position reports directly to a Field Claim Center Supervisor.

Essential Job Functions

Provides support and collaborates in the planning, development, and implementation of validations program by:

- Performing validations, processing, and/or payments of claims in a Lottery Claim Center in accordance with established commission policies and procedures.
- 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 retailers and logging payments in the Claims Tracking System to ensure timely processing to retailer's accounts and fiscal accountability.
- 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.
- Entering accurate information into databases, reading electronic mail messages daily and responding appropriately, and performing other general program support activities.
- Researching information to solve customer service issues; trouble shooting tickets, claims, and technical problems.
- Performing training related to the duties and responsibilities of the validations program.
- Providing daily support to the Player Support Coordinator in the operation and functions of the Lottery Claim Center and may perform duties of the Player Support Coordinator in their absence.

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.
- Possibly conducting media placement verifications; may include reviewing television, radio, billboard and other advertising components used to market lottery programs to the community.

Assists in the 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.
- 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 may substitute for college on a year-for-year basis.)
- One year experience providing technical assistance to the public or program support work to internal and/or external customers is preferred.
- Willingness to work occasional extra hours is required. (Extra hours include hours other than 8 a.m. – 5 p.m., weekends, and holidays as needed or required.)
- Willingness to travel up to 10% of the time for job-related purposes is required. Travel may be to lottery claim centers, retailers, Texas Lottery headquarters or other locations within the State of Texas. Some travel may include overnight stays. Work related travel will be via airplane, rental car or personal vehicle 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.
- Cashier, teller, financial, or accounting experience 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 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

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 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 acknowledgment 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.