



## LOTTERY & CHARITABLE BINGO DIVISION

### **Working title: Mail and Records Management Specialist**

**Class title: Staff Services Officer I**

**Posting No.: 1105-26**

**Opening Date: 11/19/2025**

**Closing Date: Open Until Filled**

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

Class Code: 1550

FLSA: Non-exempt

Salary Group/Salary: B17, \$42,976.08 - \$58,312.80/yr.

Division: Charitable Bingo

Number of positions: 1

### **General Description**

Performs routine (journey-level) staff services work. Work involves opening, sorting, reviewing, and routing incoming mail, performing check verifications, disseminating information, maintaining filing systems, coordinating the Division's records retention work, and assisting with reviewing and monitoring travel documentation. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. This position reports to the Charitable Bingo Operations Division Director.

### **Essential Job Functions**

#### **Provides all technical mail processing work and related administrative support.**

- Opens, sorts, and reviews incoming and outgoing Division mail; prepares area so that all mail can be processed timely and accurately; assures that all security and procedural requirements are maintained.
- Prepares, edits, processes, and distributes incoming, outgoing, and inter-agency correspondence, forms, documents, and reports.
- Verifies check information, processes documents and forms, and enters data in agency's systems to ensure accuracy and completeness of work and compliance with agency's policies and procedures and state regulations.
- Reviews received documents before processing, researches information using agency's systems and internet, prepares documents for scanning, and retrieves pdf documents. Assists in scanning documents, if needed.
- Records data and information in the required forms and logs accurately and completely.
- Communicates any issues and mail schedule changes to management in a timely manner.
- Assists in the development, implementation, and dissemination of administrative guidelines, policies, procedures, processes, and general information pertaining to mail processing related work and other related processes.
- Maintains all mail processing related procedures and notifies management when changes or updates are necessary.

#### **Prepares and coordinates records retention work for the Division.**

- Monitors division's records retention schedule and coordinates all records destruction work.
- Prepares and submits required forms and coordinates records retention internally and externally with other divisions.
- Develops and maintains records retention related procedures and notifies management when changes or updates are necessary.
- Coordinates, maintains, and assists in the development of filing and recordkeeping systems.

#### **Prepares, edits, and distributes correspondence, reports, forms, and documents, and coordinates meetings.**

- Prepares and proofreads correspondence, forms, letters, reports, and exhibits.
- May assist with the Bingo Advisory Board. Reserves meeting rooms.
- May develop training materials.

#### **Serves as Travel Coordinator back up, as needed. May assist with reviewing employee travel and monitoring travel document submission.**

- Assists with reviewing travel documents in agency's system, including travel requests and reimbursements, and tracking travel work and documenting status to ensure that all information is processed in a timely manner.

- May coordinate employees' travel schedules and arrangement.

**Assists in compiling, preparing, and tracking reports and purchase orders for the Division.**

- Assists in research, compiling statistical data, and preparing reports, various charts, and written summaries.
- Responds to inquiries from management, staff, and the general public and/or directs inquiries to appropriate section or division personnel. Explains rules, regulations, policies and procedures.
- Assists in coordinating and compiling routine reporting of time, training, and other administrative items.
- Assists in preparing division's data and information for performance measures and management reporting.
- May prepare purchase orders and vouchers, track purchases through electronic payment systems, and process related paperwork and support files as required.
- May track division's procedure status and provide updates for management.

**Provides assistance answering calls, routing incoming calls, taking messages, and greeting visitors. Serves as back-up to education phone bank, as needed.**

**Provides training or assists with training of staff, when necessary, to ensure adequate coverage for the essential duties listed.**

**Performs special assignments and other related duties as assigned.**

**Required and Preferred Qualifications**

- Graduation from a standard senior high school or GED equivalent is required.
- One year of work experience in an office environment, including customer service working with the public, data entry, and processing documents using specific, detailed procedures is required.
- Experience in the development and maintenance of filing systems is required.
- Experience with Microsoft Word, Outlook, Excel, databases, and systems is required.
- Willingness to work irregular hours, including evenings, weekends, and holidays as workload demands, is required.
- Experience performing mail processing work is preferred.
- Experience with state agency record retention requirements is preferred.
- Experience preparing correspondence and reports is preferred.
- Experience with electronic imaging or document scanning systems or technology is preferred.

**Knowledge, Skills, and Abilities**

- Thorough knowledge of modern office practices and administrative procedures including data entry procedures and equipment.
- Ability to perform assignments effectively and efficiently in accordance with procedures, guidelines, and instructions.
- Ability to establish and maintain open and effective working relationships with supervisor, co-workers, and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to work independently and within a team environment.
- Ability to meet and deal tactfully and effectively with others, both in person and on the telephone.
- Ability to maintain a high degree of integrity and maintain confidentiality.
- Ability to organize and maintain files and records.
- Ability to handle multiple tasks and meet strict timelines.
- Ability to develop, interpret, and apply policies, procedures, and regulations.
- Ability to compile and analyze data, make calculations, and prepare reports.
- Ability to maintain a pleasant and professional work attitude at all times.
- Ability to coordinate work activities.
- Ability to train others.
- Will be required to complete division or Commission training to enhance job-related skills.
- Will be required to become proficient in operation of all specialized equipment and software related to job duties, including personal computers, BOSS, CAMP, and other software applications.

**Physical and Mental Requirements**

- Must be able to sit or stand for extended periods of time and operate standard office equipment such as copiers, calculators, personal computers, and computer software.

- Ability to manually lift file boxes up to 25 lbs.
- Ability to handle multiple tasks and work well under pressure of deadlines.

**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](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](mailto:jobs@lottery.state.tx.us). For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted via email must be received by 11:59 p.m. on 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 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. 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.

**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.*