



**COMPANY:** Wyoming Lottery Corporation, 808 West 20<sup>th</sup> Street, Cheyenne, Wyoming, 82001.

**POSITION:** WLC Player Service Specialist

**SALARY RANGE:** Salary is \$2,735 - \$4,700 per month (Dependent on experience)

**LOCATION:** Cheyenne, Wyoming

**POSITION PURPOSE:**

The Player Services Specialist provides customer service to patrons, players, Lottery Officers and staff that need assistance. For players, this includes processing player claims, sales processing, following tax rules and assisting in the problem solving of ticket situations. The emphasis is on ensuring that players are paid the prizes due them under the law, that internal controls over transactions processed are followed and that a positive image of the Lottery is presented. In addition, this position is responsible for providing administrative assistance to the Chief Executive Officer, the Chief Operations Officer and the Chief Financial Officer. Work also includes the daily processing of mail.

**JOB SCOPE:**

Under general direction from the Chief Executive Officer and the Chief Financial Officer, this position makes decisions based on a thorough knowledge of Lottery games, tax, and rules and interpretation of the policies and statutes behind those rules and all other related administrative rules. The work is guided by Lottery Administrative Rules, policies, procedures and Wyoming Revised Statutes. Failure to effectively perform the job responsibilities could cause delays or errors in processing player claims, which could result in negative publicity for the Lottery, loss of players' confidence in Lottery games and possible financial loss to Lottery revenue.

**PRINCIPAL ACCOUNTABILITIES (\*ESSENTIAL FUNCTIONS):**

1. Apply Lottery Management Core Values and Expectations in performing daily activities, and in behavior towards staff members, coworkers and customers.
2. Oversee the daily operations of the Player Services Section. Ensure that services provided and problems which arise are handled and resolved effectively, and in a timely manner.

**Typical Activities:**

Perform the resolution of prize claim problems and player complaints through analysis of Lottery ticket information, computer reports, and other support documentation. Notify the Retailer, Security, Chief Financial Officer and if needed, the Chief Operations Officer when a customer service complaint is received. Ensure that resolution takes place within the guidelines of the Wyoming Revised Statutes, Wyoming Lottery Administrative Rules, internal operating policies and procedures.

Oversee the retailer/player problem ticket report process. Work directly with Security to provide information on problem tickets under investigation (i.e., stolen, fraud, misprints). Review Security investigation reports to determine if prize payment should be approved or denied based on Administrative Rule.

Review rules & policies with other managers to recommend changes to new or existing rules or policies that impact Player Services operations. Plan and develop operating policies. Record keeping of any player and retailer complaints.

Serve as an expert in claims processing and tax form requirements. Provide system requirements for changes/new enhancements to BOS and the selling terminal. Review documentation and troubleshoot issues with key stakeholders (i.e., Security, COO, Chief Financial Officer, Marketing, Intralot, etc.)

Review written responses on disputed mail-in claims and retail letters relating to debit/credit problem ticket activity and general outgoing correspondence to ensure conformance to rules, as needed.

Balance the cash register to terminal sales. Research discrepancies and provide details on out-of-balances. Ensure that all paperwork is submitted to the Chief Financial Officer as per procedure.

3. Follow activities associated with new games, promotions and unique prize claims that are not processed through the BOS. Ensure these activities are handled in a manner that is consistent with Lottery rules and policies.

**Typical Activities:**

Participate in meetings relating to promotions and new games. Review proposed forms and procedures that will impact claims processing; ensure adequate documentation for Security, Marketing and Finance & Accounting.

4. Provide administrative support.

**Typical Activities:**

On a daily basis, print and provide the Officers with their daily calendar. Every Friday morning, provide Officers with their next week calendar. In advance of important meetings, provide Officers with advance notice and draft preparation documents as requested. Coordinate meetings with entities and individuals.

Develop and send for review, meeting minutes, spreadsheets and other materials. Prepare copies of materials for meetings as directed and send meeting reminders as needed.

Process incoming and outgoing mail.

Develop processes and procedures that allow for proper filing of materials and information; cordially answer the phones and address inquiries; ensure that staff receive their messages within an hour of any call received.

Provide administrative support through effective and professional written and verbal communications. Keep confidential information private.

### **ADDITIONAL RESPONSIBILITIES:**

5. Participate in special projects as needed.

### **INTERPERSONAL CONTACTS:**

The Player Services Specialist / Administrative Assistant interacts with all levels of Lottery staff, retailers, government personnel, and players.

### **JOB CONDITIONS:**

Work is conducted in an office environment. The incumbent regularly deals with difficult, emotionally charged situations. Occasional travel for job related activities.

### **RECOMMENDED QUALIFICATIONS:**

A Bachelor's degree from an accredited college or university in Business Administration or a related field AND at least two years of experience. The experience must include a high-paced, high volume customer service environment, professional accounting and tax experience which included the explanation and interpretation of laws and rules, and experience in implementing and managing internal controls; OR

Five years of office administrative experience which includes at least one year of compliance or retail experience. The experience must include a high-paced, high volume customer service environment, accounting, tax or retail experience which included the explanation and interpretation of laws, rules, or product and experience in implementing and adhering to internal controls.

### **OTHER QUALIFICATIONS:**

- Demonstrated ability to understand, apply, and explain rules, policies and statutes. Ability to interpret statutes, analyze their application and provide well-reasoned and supported recommendations for action.
- Demonstrated skill in effective oral and written communication to a variety of people. Ability to deal with irate and hostile individuals in a professional and courteous manner. Ability to explain rules and decisions.

- Ability to plan, organize and multitask.
- Demonstrated skill in using various types of equipment.
- Demonstrated skill in operating a personal computer with some knowledge of word processing and spreadsheet programs.
- Demonstrated knowledge and application of inventory control, record keeping, and retail store operations.
- Ability to understand and operate within established levels of authority.
- Demonstrated ability to report to multiple supervisors.

This position summary indicates the general nature and level of work assigned to this job. It is not designed to contain all responsibilities and qualifications.

#### How To Apply

Interested candidates should electronically submit a cover letter and resume by June 22, 2026 to:

[jbaldwin@wylotterycorp.com](mailto:jbaldwin@wylotterycorp.com)

**Resumes without a cover letter will not be considered.** Inquiries/questions please contact Jessica Baldwin at 307-432-9300.