



The Tennessee Education Lottery Corporation

Job Description

Revised 9/8/2016

TITLE:	Office Assistant	JOB TYPE:	Full Time & Part Time
DEPARTMENT:	Sales	FLSA STATUS:	Non-Exempt
DIVISION:	Sales	LOCATION:	Chattanooga, Knoxville, Memphis
JOB GRADE:	3	SUPERVISOR:	Supervisor, Office

Position Purpose:

The primary purpose for this position is to provide clerical and administrative support and furnish customer service assistance to the public. Duties include, but are not limited to: selling lottery tickets, preparing documents, operating office machines and performing other tasks as assigned by the District Manager and Office Supervisor.

Major Tasks, Responsibilities and Key Accountabilities:

The following duties are normal for this job and should not be construed as exclusive or all-inclusive. *Other duties may be required and assigned.*

- Sells lottery tickets, handles cash, and redeems winning lottery tickets for the general public
- Performs daily cash reconciliation and fills out appropriate documentation
- Maintains manual and/or computerized filing system, including, but not limited to entering data, cross indexing and filing documents
- Operates computer terminal to verify input and retrieve data
- Prepares copies of records, forms and other documents
- Researches information and compiles statistical data
- Performs receptionist duties such as greeting and routing calls and ensuring all visitors sign in
- Receives, unloads and stores tickets, Point-of-Sale items and other related items
- Processes claims for winning players
- Types correspondence, memos, reports, and other documents
- Assists District Manager and Office Supervisor with special projects
- Answers telephone utilizing accepted format; provides information, advice, and guidance; takes and relays messages and/or directs calls to appropriate personnel
- Prepares, maintains and updates files and logs following prescribed methods
- Performs general administrative/office functions, as needed, including, but not limited to: answering the phone, taking and distributing messages, stamping, sorting and distributing mail and making copies

Education and/or Experience:

High School Diploma (or GED) required.

Six months to one year or more of clerical or office experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Other Qualifications:

Must be proficient in Microsoft Word and Excel. Must exhibit good customer service skills.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; demonstrate dexterity, handle or feel; reach with hands and arms; talk and hear. The employee must occasionally lift and/or move up to 50 pounds.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines. The noise level in the office is usually moderate.

The Tennessee Education Lottery Corporation is a Drug Free Workplace and an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the TEL may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Management staff.