

# Job Posting Preview

**Requisition ID:** 36000298-51188507-20080421101021  
**Working Title:** CLAIMS PROCESSING MANAGER  
**Position Number:** 36000298  
**Job Classification:** Lottery Exempt  
**Broadband/Class Code:** 314321  
**Location:** TALLAHASSEE  
**Annual Salary Range:** \$47,669.64 - \$85,336.44  
**Facility:** Headquarters

**Agency:** LOT - Lottery  
**Broadband Class Level:** ACCOUNTING MANAGER  
**Pay Grade/Pay Band:** 31023  
**Activation Date:** 4/21/2008  
**Closing Date:** 5/13/2008  
**County:** Leon County  
**Announcement Type:** Open Competitive  
**Category:** Administration and Management

## **Synopsis: LOT - CLAIMS PROCESSING MANAGER - TALLAHASSEE - LEON COUNTY**

All applicants should complete the on-line application process. If assistance is needed to apply for this position, or if you require and accommodation because of a disability in order to participate in the application process, please call the People First Service Center at 1-877-562-7287. If you are unable to complete the on-line application process, a State of Florida employment application may be faxed to 904-636-2627. If an application is faxed, you must call the People First Service Center to respond to the qualifying questions before the position advertisement closing date. Responses to the qualifying questions are required to be considered for this position. Answers to the qualifying questions must be verifiable based on your submitted application.

THE STATE OF FLORIDA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. PURSUANT TO CHAPTER 295 FLORIDA STATUTES, VETERANS AND SPOUSES OF VETERANS MAY RECEIVE PREFERENCE IN EMPLOYMENT AND ARE ENCOURAGED TO APPLY.

WE HIRE ONLY U.S. CITIZENS AND LAWFULLY AUTHORIZED ALIEN WORKERS

## **GENERAL DESCRIPTION:**

This is a professional managerial position requiring extensive independent judgment in developing, implementing and administering specialized Lottery administrative and analytical functions related to the validation and payment of prizes for Lottery games.

The incumbent of this position reports to the Chief Financial Officer and is responsible for carrying out the duties described below for Claims Processing and Grand Prize Payments in accordance with established rules, policies and procedures.

## **ESSENTIAL DUTIES:**

Provide direct and indirect supervision and technical assistance to an office staff consisting of professional positions engaged in analytical activities relating to Claims Processing and Grand Prize payments.

Develop and coordinate Claims Processing and Grand Prize Payment team processes and activities to ensure the most effective and efficient performance of duties. Administer the validation and payment of prizes in the prize payment system and maintain all pertinent documentation ensuring that prizes are paid in compliance with Florida Statutes, Lottery rules, policies and procedures.

Oversee administrative functions of the Claims Processing Unit staff; prepare and/or monitor employee performance evaluations and employee attendance and leave activities, recruitment and development of staff.

Interface with Departmental employees, players, vendors, other agencies and auditors as necessary in interpreting departmental policies and procedures.

Remain current on the Florida Administrative Code and Florida Statutes as they relate to Florida Lottery games and the processing of claims and payment of prizes to ensure that the Claims Processing staff meets the requirements defined by these rules and statutes.

Administer the appropriate use of the claims processing system by approving appropriate access to the claims processing system for headquarters and district office staff, ensuring the training of proper claims processing procedures to approved district and headquarters employees and performing a variety of reconciliation's and balancing routines ensuring the integrity of the data.

Administer the processing of top prize payments including the review of quarterly grand prize annuity payment documentation.

Provide documentation and explanation of claims processing processes to the Lottery's internal and external auditors.

Provide customer service via a telephone hotline of a technical nature regarding prize validation, prize payment, accounting, promotions and general game information to players, retailers and Lottery personnel.

Ensure appropriate and timely communication with players with regard to the processing of claims.

Liaison with on-line and scratch-off ticket vendors and Lottery staff to resolve issues relating to validation/payment, new games and special promotions.

Ensure the enforcement of the collection policies for the statutorily mandated Lottery State Owed Debts (SOD) program by imposing collection on prizewinners in accordance with prescribed procedures.

Ensure the appropriate administration of activities required in the processing of claims associated with special promotional events or drawings.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Internal Revenue Service Code and Regulations.
- Knowledge of internal control procedures and processes.
- Knowledge of the methods of data collection.
- Knowledge of the on-line banking systems.
- Knowledge of Excel, ACCESS and shared directories.
- Knowledge of general office and personnel procedures and practices.
- Knowledge and understanding of the Prompt Payment Law, Section 215.422, Florida Statutes.
- Ability to manage a staff of professional and clerical positions in a multi-functional organization.
- Ability to provide motivation and decisive leadership in a team environment.
- Ability to establish and maintain effective working relationships with others.
- Ability to adapt to and learn new systems.
- Ability to effectively utilize the internal integrated office automation systems and equipment.
- Ability to utilize effective problem solving techniques and make decisions.
- Ability to delegate assignments to improve the organizational effectiveness.
- Ability to compile and analyze data for administrative decisions.
- Ability to plan, organize and coordinate work assignments for multiple functions.
- Ability to successfully handle changing priorities and multiple demands from superiors and subordinates.

- Ability to maintain confidentiality.
- Ability to compose and/or verbalize effective business communication and preside over staff meetings.
- Ability to interpret procedures and technical manuals .

**MINIMUM QUALIFICATIONS:**

A bachelors degree from an accredited college or university with a major in accounting, finance, business administration, business management, or a related field, and four (4) years of professional business or accounting experience, two (2) years of which must have been in a supervisory capacity; or

A master's degree from an accredited college or university with a major in accounting, finance, business administration, business management, or a related field, may substitute for one (1) year of the required experience.

Possession of a Certified Public Accountant (CPA) Certificate may substitute for two (2) years of the required experience.

Professional and nonprofessional business, accounting, bookkeeping, or related experience may be substituted for the required college education.

Combinations of college course work or vocational/technical training and experience may also be substituted for the required college education at the rate of thirty (30) semester, forty five (45) quarter, or seven hundred twenty (720) class room hours on a year for year basis provided each year or course work included at least two (2) courses in business, accounting, bookkeeping, or a related field.