

## Career Opportunity

### ABOUT AGLC

AGLC is a dynamic organization leading Alberta's gaming, liquor, and cannabis industries. Our team of high performers is driven to provide our customers with outstanding service and Albertans with choices they can trust.

### ABOUT THE POSITION

**Prize Payout Customer Service Representative**  
(Part Time )

**Competition #: 19-102**

**Salary: \$23.34 to 28.49 per hour**

**Closing Date: Friday, August 16, 2019**

**Position Location: St. Albert**

### JOB SUMMARY

This position is responsible for the day to day processing of winning lottery tickets in the St. Albert Prize Payout Office. In addition to assisting claimants with their prize claims, this position will provide lottery information to the general public.

The Prize Payout Customer Service Representative interacts on a daily basis with the general public, ticket lottery winners, Alberta Gaming, Liquor and Cannabis (AGLC) and Western Canada Lottery Corporation (WCLC) staff, in a courteous, respectful and professional manner. Expectations are high in the role to ensure the integrity of lottery prize claims and adhering to established policies, procedures, rules and regulations of the WCLC, the Interprovincial Lottery Corporation and AGLC. This position must have excellent organizational skills and the ability to pay close attention to detail to ensure accuracy and timeliness in the completion of prize claim transactions.

To be successful, the candidate needs to have the ability to maintain calm composure during stressful situations and has to be focused on providing the best "Winning Experience" possible for Albertans. The successful candidate must be able to work within a strong team environment, multi-task, exercise sound judgment and have strong computer skills. Additional training in conflict management would be a strong asset within this position.

### SKILLS/QUALIFICATIONS

- High school diploma with a minimum of two years front line, customer service and/or information related service-based experience is required.
- A Valid Driver's License, Commissioner of Oaths (existing or to be completed on the job) is required

NOTE: An equivalent combination of education and experience may be considered. Candidates with lesser qualifications may be considered at a lower classification and salary. This recruitment may be used to fill future vacancies.

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To be eligible to work for AGLC, you must be a Canadian citizen, permanent resident or eligible to work in Canada. We offer a comprehensive range of benefits. As a condition of employment you will be required to obtain a satisfactory security clearance and clean drivers abstract (if necessary) prior to employment. While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted. AGLC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To learn more about AGLC and to view the complete job posting, please visit our website [aglc.ca](http://aglc.ca)

### ABOUT THE DIVISION and BRANCH

#### Gaming and Cannabis Division

This Division manages the business operations related to the conduct and management of the province's gaming industry with a focus on revenue sustainability and growth, operation efficiencies and customer service excellence. There are four areas of responsibility driven by discreet "mantras":

1. Product Marketing Management (Buy It, Market It)
2. Relationship Management & Business Development (Sell It)
3. Supply Chain Management (Build It, Ship It, plan to Install It)
4. Customer Service Excellence (Service It)

#### Customer Services Team in the Gaming Services Branch

- The Customer Services team operates the AGLC call centre that provides services to gaming retailers and operators, Albertans, and other AGLC divisions. This group also operates the Lottery Ticket Prize Payout offices in St. Albert and Calgary and provides other customer administration services.

When applying for a competition, please submit a cover letter and resume (either in word or pdf format). Please name your documents using your first and last name along with the competition number. For example: John Smith Competition Number XX-XXX

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