



VACANCY ANNOUNCEMENT

The Department of Health has a career opportunity for qualified candidates for the following position:

Title Agency Services Representative Trainee [Classified Non-Competitive]			Salary A99 \$26,841.51
Posting Number 57-18	Position Number 925446	Number of Positions 1	Posting Period * From: 2/22/18 To: 3/8/18
Location: Office of Vital Statistics & Registry 369 South Warren Street, 5th Floor			Scope of Eligibility/Open to: Applicants who Meet the Requirements

GENERAL DESCRIPTION

Bilingual Call Center Customer Service Representative. Report to Call Center Manager, with the ability to speak, read and write proficiently in both English and Spanish while responding to telephone calls within three (3) rings .

Answer telephone inquiries and e-mail requests in a professional, courteous manner regarding, but not limited to the following: Application and eligibility requirements for ordering a vital record; Procedures to order a vital record; Status of orders placed.

Become proficient at OVSR systems and platforms so as to provide support to: Customers ordering vital records through the mail and online; Local Registrars; Funeral Directors; Medical Professionals; State and Federal Agencies.

Refer inquiries regarding other matters to the appropriate sources for information on an as needed basis.

Learn and refer to OVSR regulations, policies, and procedures in the execution of work duties.

REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)

License: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

IMPORTANT FILING INSTRUCTIONS

If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:

PSTMA@doh.nj.gov

- Mail the required documents to:

**Jill Velez, Executive Assistant 3
Management and Administration
Reference Posting #57-18
New Jersey Department of Health
PO Box 360
Trenton, NJ 08625-0360**

Required documents:

- cover letter
- resume

** Responses received after the closing date MAY be considered if the position is not filled.*

- *Newly hired employees must agree to a thorough background check that will include fingerprinting.*
- *If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.*
- *If you are a candidate for a position that involves direct client care in one of the State facilities/programs, you may be subject to pre- and/or post-employment drug testing/screening. The cost of any pre-employment testing will be at the candidate's expense. Candidates with a positive drug test result, or those who refuse to be tested and/or cooperate with the testing requirement, will not be hired.*
- *In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.*
- *In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.*
- **The New Jersey Department of Health is an Equal Opportunity Employer.**