NOTICE OF VACANCY

STATE-WIDE – OPEN TO THE PUBLIC

POSTING NO.: BIA-2022-100
OPENING DATE: June 15, 2022

TITLE: Consumer Services Operations Manager
(Government Representative 2)
CLOSING DATE: July 15, 2022

DIVISION: Banking

UNIT: Office of Consumer Finance

LOCATION: Trenton, NJ

OPEN TO: Candidates who meet the requirements below, subject to current promotional and hiring restrictions.

DEFINITION

Under direction of Chief of Consumer Services and Enforcement lead daily operations of the Consumer Services Bureau. Oversee work programs of investigative staff. Ensure that inquiries and complaints are addressed according to policy. Identify urgent and complex matters and appropriately assign or escalate. Review and respond to constituent inquiries from Legislature, Commissioner’s, and Governor’s Offices. Manage audit process to ensure complaints and inquiries from all channels are addressed according to standard operating procedures. Identify trends, conduct data analysis, recommend policy enhancements. Generate and distribute periodic reports. Recommend organizational improvements, assess impact of organizational and process changes, administer programs to improve efficiency. Create program to implement transition to CSBS SES multi-state complaint investigation. Document policies and operating procedures. Manage complaint escalation process. Manage training and development program to include knowledge of regulatory changes in consumer finance, and new hire onboarding. Other projects or responsibilities assigned.

This position must be knowledgeable of:

- Federal statutes and regulations pertaining to Consumer Finance
- New Jersey statutes and regulations pertaining to Consumer Finance
- Ability to interpret the New Jersey statutes governing Consumer Finance
- Ability to identify, analyze and respond to trends in Consumer Finance

REQUIREMENTS

EDUCATION: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: Four (4) years of administrative experience in a business or government agency with responsibility for personnel, fiscal affairs, office administration, or other administrative support services.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

Visit us on the Web at dobi.nj.gov
New Jersey is an Equal Opportunity Employer • Printed on Recycled Paper and Recyclable
**NOTE:** A Master's degree in Public Administration, Business Administration, Management, or other closely related field may be substituted for one (1) year of experience.

**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.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, N.J.S.A. 52:14-7 (L. 2011, Chapter 70), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

Interested applicants should submit a letter of interest, resume and three (3) professional references of your current or former supervisors or managers - please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references’ names, job titles and current contact information, including email addresses. All documents should be submitted in PDF format by July 15, 2022 to: human.resources@doi.nj.gov. Please include posting # BIA-2022-100 in the subject line of the email.

**NOTE:** Foreign transcripts must be evaluated by a recognized evaluation service at your expense. Submit a copy of the evaluation with each application that requires a college degree or credits. For additional information, please refer to the Civil Service Commission website at: [http://www.state.nj.us/csc/seekers/about/steps/step2.html](http://www.state.nj.us/csc/seekers/about/steps/step2.html)