



NEW JERSEY DEPARTMENT OF HEALTH NOTICE OF VACANCY

State of New Jersey

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

Title Agency Services Representative 3 [Classified Competitive]			Salary A14 \$45,562.00 - \$63,905.44
Posting Number 638-24	Position Number 009681	Number of Positions 1	Posting Period * From: 09/25/2024 To: 10/09/2024
Location: Office of the Commissioner Criminal Investigations Unit 55 N. Willow Street, Trenton, NJ 08618			Scope of Eligibility/Open to: Department of Health Employees

GENERAL DESCRIPTION

Under the general supervision of a supervisory official in the Criminal Investigations Unit, the Agency Services Representative 3 (ASR3) will provide front-line and behind-the-scenes customer and other support services involving the review, processing, and issuance of agency documents; provide specialized information to customers regarding department/agency programs and services.

The ASR3 will be able to answer questions and interact courteously, timely, and efficiently with the public and others. Effectively explain department programs and services, review forms and applications for completeness and accuracy, provide detailed instruction and direction in completing applications, and resolve complex and sensitive issues and problems. This position involves researching and explaining laws/regulations, rules, and technical information, clarifying, explaining, and resolving complex, varied, and sometimes challenging issues, and preparing clear and concise responses. In addition, the ASR3 would evaluate, authenticate, and verify information and official documents presented by customers and applicants, issue certifications, licenses, and other official documents, and explain reasons for denial of issuance when necessary.

REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)

EXPERIENCE:

Three (3) years of experience providing information and support to customers or clients, responding to technical inquiries and/or complaints regarding products, services or programs, or collecting payments in a government or office setting.

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:
PSTOC@doh.nj.gov
- Mail the required documents to:
**Kevin Jennings, Supervising Mgt. Impr. Specialist
Management and Administration**

Required documents:

- cover letter
- resume
- completed application, found at:
<http://www.nj.gov/health/forms/dpf-663.pdf>



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Reference Posting #638-24
New Jersey Department of Health
PO Box 360
Trenton, NJ 08625-0360

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



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IMPORTANT NOTES

**State as a Model Employer
of People with Disabilities
(SAME) Applicants:**

If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME program, visit their website at:

<https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov , or call CSC at (833) 691-0404.

PHEL Candidates:

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.

Direct Client Care:

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.

**New Jersey
First Act:**

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.

Resume Note:

Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.

Authorization to Work:

Selected candidates must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services Regulations. The State of New Jersey does **not** provide sponsorships for citizenships to the United States.

Note: Newly hired employees must agree to a thorough background check that will include fingerprinting.

The New Jersey Department of Health is an Equal Opportunity Employer.