



State of New Jersey

Department of Human Services

Philip Murphy
Governor
Tahesha L. Way
Lt. Governor
Sarah Adelman
Commissioner

The New Jersey Department of Human Services invites you to apply for the following position:

JOB POSTING #:	152-25	ISSUE DATE:	6/11/2025	CLOSING DATE:	6/25/2025
TITLE:	Program Technician				
LOCATION:	Division of Family Development Office of Program Operations Customer Service Unit 6 Quakerbridge Plaza Hamilton, NJ 08619	RANGE:	R20		
		SALARY:	\$59,430.08 - \$84,038.60		
		UNIT SCOPE:	K500 – Division of Family Development		
		SERV. CLASS:	Competitive		
OPEN TO:	Current State employees with underlying permanent status				
DESCRIPTION					
DEFINITION:	Under the direction of a supervisory official in a State department, agency, or institution, has charge of staff assigned to a specific work program, scheduling office, or technical unit responsible for reviewing, monitoring, and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; supervises staff and work activities; prepares and signs official performance evaluations for staff; does other related duties as required.				
SPECIAL NOTE:	The Office of Program Operations Call Center is a fast-paced environment with an overall focus on client support and working with County Social Service Agency staff as well as other agency entities and partners to achieve resolution while maintaining the integrity of the programs and services we provide.				
REQUIREMENTS					
EDUCATION:	Successful completion of sixty (60) semester hour credits at an accredited college or university.				
EXPERIENCE:	Three (3) years of experience in work involving the application of rules, regulations, procedures, or policies in the processing of technical actions in a specific program area.				
NOTE:	<p>Applicants who do not possess the required education may substitute experience on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.</p> <p>Desirable skillsets/attributes include:</p> <ul style="list-style-type: none">• Call Center and Customer/Client Relations experience• Effective written and verbal communication skills• Ability to communicate complex issues and instructions in an understandable manner• Ability to read and speak Spanish is a plus but not required to apply• Leadership skills and the ability to work independently• Demonstrated ability to lead, coach, and motivate a team• Skilled in staff development, providing feedback, and recognizing individual and team contributions• Conscientious and dependable• Organization skills• Training experience is a plus• Ability to adapt to change and to working in a fast-paced environment				
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 NOTICES					
FOREIGN DEGREES:	Degrees and/or transcripts issued by a college or university outside of the United States <u>must be evaluated</u> by a reputable evaluation service at your expense. The evaluation must be included with your submission. Failure to submit the required evaluation may result in an ineligibility determination.				
RESIDENCY:	In accordance with N.J.S.A. 52:14-7 (NJ PL 70), the "New Jersey First Act", all employees must reside in the State of New Jersey (NJ), unless exempted under the law. If you do not live in NJ, you have (1) year after you begin employment to relocate your residence to NJ.				
DRUG SCREENING:	If you are a candidate for a position with DHS, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing <u>will be at your expense</u> . 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. You will be advised if the position for which you're being considered requires drug testing and how its administered.				
CIVIL SERVICE LISTS:	Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made. All appointments will be made utilizing the procedures and guidelines in accordance with N.J.A.C. 4A.				

TELEWORK:	Certain positions may be eligible to participate in the Department's "Telework Program", which offers eligible employees the opportunity to work remotely for up to two (2) days per week, as approved by management. Details on this, and other benefits, will be made available throughout the interview process.
EMPLOYEE BENEFITS:	In accordance with the "Pay Transparency Act", the NJ State Benefits Package includes: State Health Benefits Program (medical, dental, prescription drug and vision care); Pension; Deferred Compensation; Public Service Loan Forgiveness (PSLF) participation; Tuition Reimbursement; Flexible and Health Spending Accounts (FSA/HSA); Paid holidays; Paid Leave (vacation days, sick days and administrative leave days); Telework; Alternate Work Week Program; Life Insurance; Tax\$ave; NJ Well; State Employee Discount Program; Employee Advisory Service (EAS); Please be advised that eligibility for any of the benefits listed may vary pursuant to job duties, operational need, funding, policy, procedures and/or guidelines.
FILING INSTRUCTIONS	
<p>Forward a cover letter, resume, and transcript (if applicable) electronically to: dfdhrresumes@dhs.nj.gov</p> <p>You must include the Job Posting #, and Last Name in the subject line of your email. Example: (123-25, Smith)</p>	

New Jersey Department of Human Services is an Equal Opportunity Employer