



State of New Jersey

Department of Human Services

Mikie Sherrill
Governor

Dr. Dale G. Caldwell
Lt. Governor

Stephen Cha, MD, MHSR
Commissioner

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

JOB POSTING #:	305-26	ISSUE DATE:	9/2/2026	CLOSING DATE:	9/16/2026
TITLE:	Agency Services Representative 2				
LOCATION:	Division of Aging Services Office of the State Health Insurance for the Aged and Disabled (SHIAD) 12 Quakerbridge Plaza Hamilton, NJ 08619	RANGE:	A11		
		SALARY:	\$42,865.87 - \$61,705.37		
		UNIT SCOPE(S):	K930, K960, K970		
		SERV. CLASS:	Competitive		
OPEN TO:	Current Division Employees with Underlying Permanent Status				
DESCRIPTION					
DEFINITION:	Under the limited supervision of a supervisory official in a state department, agency, or institution, provides front-line and behind the scenes customer and other support services involving the review, processing and issuance of agency documents; provides information to customers regarding department/agency programs and services; may provide guidance and assistance to clerical staff; does other related work as required.				
SPECIAL NOTE:	These positions are in a call center providing program information to over 100,000 callers per year.				
REQUIREMENTS					
EXPERIENCE:	Two (2) 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 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. 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 citizenship to the United States.				
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					
Forward a cover letter, resume, and transcript (if applicable) electronically to: DoAS.Resume@dhs.nj.gov . You must include the Job Posting #, and Last Name in the subject line of your email. Example: (123-25, Smith)					

New Jersey Department of Human Services is an Equal Opportunity Employer