



# 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:

<b>JOB POSTING #:</b>	420-24	<b>ISSUE DATE:</b>	9/6/2024	<b>CLOSING DATE:</b>	9/20/2024
<b>TITLE:</b>	Agency Services Representative 2 Bilingual & Spanish				
<b>LOCATION:</b>	Division of Family Development Office of Program Operations Customer Service Unit 5 Quakerbridge Plaza Hamilton, NJ 08619	<b>RANGE:</b>	A11		
		<b>SALARY:</b>	\$40,015.75 - \$55,843.87		
		<b>UNIT SCOPE:</b>	K500 – Division of Family Development		
<b>OPEN TO:</b>	CURRENT DIVISION EMPLOYEES WITH UNDERLYING PERMANENT STATUS				
<b>DESCRIPTION</b>					
<b>DEFINITION:</b>	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.				
<b>NOTE:</b>	The Office of Program Operations' Call Center is a fast-paced environment with an overall focus on client support, working with county welfare agency staff as well as other entities and partners to achieve resolution while maintaining the integrity of the programs and services that we provide.				
<b>REQUIREMENTS</b>					
<b>EDUCATION:</b>	N/A				
<b>EXPERIENCE:</b>	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.				
<b>NOTE:</b>	<b>SPECIAL SKILL:</b> Applicants must be able to read, write, speak, understand, or communicate in Spanish and English sufficiently to perform the duties of this position.				
	The preferred candidate will have the following: <ul style="list-style-type: none"> <li>• Call Center and Customer/Client Relations experience</li> <li>• Effective written and verbal communication skills</li> <li>• Ability to read and speak Spanish and English is a plus but not required to apply</li> <li>• Critical thinking and problem-solving skills</li> <li>• Organizational skills</li> <li>• Be conscientious and dependable</li> <li>• Professional disposition</li> <li>• Ability to embrace the team concept</li> <li>• Ability to adapt to change and to working in a fast-paced environment</li> </ul>				
<b>LICENSE:</b>	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.				
<b>IMPORTANT NOTICES</b>					
<b>NOTE FOR FOREIGN DEGREES:</b>	Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated 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.				
<b>RESIDENCY:</b>	Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.				
<b>DRUG SCREENING:</b>	If you are a candidate for a position that involves direct client care with the Department of Human Services, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing will be at your 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. You will be advised if the position for which you're being considered requires drug testing and how to proceed with the testing.				
<b>NOTE:</b>	* Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made. * <b>Telework:</b> This position may be eligible to participate in the Department's pilot "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. * <b>SAME Applicants:</b> 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: <a href="https://nj.gov/csc/same/overview/index.shtml">https://nj.gov/csc/same/overview/index.shtml</a> , email: CSC-Same@csc.nj.gov , or call 609-292-4144, option 3.				
<b>FILING INSTRUCTIONS</b>					
Forward a cover letter and resume electronically to: <a href="mailto:dfdhresumes@dhs.nj.gov">dfdhresumes@dhs.nj.gov</a> <b>You must include the Job Posting #, and Last Name in the subject line of your email. Example: (123-22, Smith)</b>					

New Jersey Department of Human Services is an Equal Opportunity Employer