



# NEW JERSEY DEPARTMENT OF THE TREASURY

## NOTICE OF VACANCY

<b>POSTING #:</b> 2024 - 109 - S	<b>ISSUE DATE:</b> August 1, 2024	<b>CLOSING DATE:</b> August 15, 2024
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<b>TITLE:</b> Supervisor of Operations	<b>OPEN TO:</b> State Wide (all Departments/State Employees)
<b>DIVISION:</b> Revenue and Enterprise Services	<b>TITLE CODE:</b> 57684 <b>RANGE:</b> S26
<b>UNIT:</b> Commercial Info Services	<b>WORKWEEK:</b> NL (35 hours)
<b>LOCATION:</b> 33 West State Street, 5th Floor, Trenton, NJ	<b>SALARY RANGE:</b> \$78,024.71- \$111000.80

### JOB DESCRIPTION

The New Jersey Department of the Treasury, Division of Revenue & Enterprise Services (DORES) is seeking a Supervisor of Operations within the Commercial Information Services Unit. Under the direction of the Chief of Operations within Business Services Bureau, this role will supervise, monitor, evaluate, and review Notary/Apostille Unit and Front Desk Lobby. The position ensures the team delivers high quality customer service to state, county, local, other government agencies, and the general public. This includes communication with the public, state, county, and municipal offices through email, letter, in person, phone, and on-line(Teams) regarding collection, review, and verification of data from applications, filings, reports, listing, and resolving customer complaints to ensure customer satisfaction. Oversees the customer service lobby center to ensure prompt responses to inquiries, assistance for forming and amending business entities and their registrations, file for apostilles, and answer web inquiries, unit emails, legislative referrals, addresses technical issues and complaints from the public. Ensure transactions are processed accurately and timely, according to statues and regulations. Ensure proper maintenance of records, reports, and files. Verify daily payments and ensure Judgement name changes, Alcohol Tax Bonds, UEZ, UCC, Notary Commissions and Apostille requests are being completed and quotas are being met. Guide and mentor team members who assist the general public when they reach out for information regarding Notary/Apostille processing, including but not limited to navigating the Division's National Notary Association's and the NIC USA's websites for Apostille/Notary processing, national notary resources, and making Apostille Online Payments. Reviews incoming work for all units, delegates work, performs final reviews, research complex issues that require corrections, and monitors employee's schedules to ensure all incoming work is being completed in a timely manner to meet operational needs. Oversees the division's customer service area, technical staff, and various additional units. Supervise and mentor a team, maintaining employee's schedules, oversee employee leave requests and time sheets through the department's time management application (eCats), participate in hiring interviews and suggest recommendations, design and structure staff realignment and recommend personnel actions including but not limited to employee performance review using the ePAR, Performance Improvement Plans, disciplinary actions, and promotional recommendations, and design and update training manuals for internal and external use to ensure consistency in implementation of policies and procedures.

The standard workweek is Monday through Friday. This position may be eligible to participate in the Department's pilot telework program, which allows eligible employees to work remotely for up to two (2) days per week, as approved by management. The position offers a comprehensive benefits package including medical, prescription drug, and dental coverage, benefit leave, Pension, supplemental pension plan, tax saving programs, and paid holidays.



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## POSITION REQUIREMENTS

**Education & Experience:**

Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Eight (8) years of professional experience in the review and evaluation of operational methods including the planning and scheduling of workflow in a high production, high volume unit which may include responsibility for the processing of various revenue generating or financial documents or other transactions, one (1) year of which shall have been in a supervisory capacity.

**OR**

Possession of a bachelor's degree from an accredited college or university; and four (4) years of the above-mentioned professional experience; one (1) year of which shall have been in a supervisory capacity.

**Note:**

"Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to own's own judgement and make accurate and informed decisions.

## IMPORTANT NOTES

**Open to the following:**

Open to full-time employees who have permanent status in a competitive title and who meet the requirements listed above. Appointments resulting from this posting will be made in accordance with Civil Services rules and regulations and may result in a forfeiture of rights to any promotional lists in the former office/unit.



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### GENERAL INFORMATION

**Vacancy Notice:**

This is not a promotional announcement. Appointment(s) resulting from this posting will be in accordance with Civil Service Commission rules and regulations.

**SAME Applicants:**

Candidates applying under the New Jersey "SAME" program, **must include a Schedule A or B letter** with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: [CSC-SAME@csc.nj.gov](mailto:CSC-SAME@csc.nj.gov) or call CSC at (609) 292-4144, option 3.

**Veteran's Preference:**

Veterans must provide proof of New Jersey Veteran's Preference with their initial application by including a copy of their New Jersey Civil Service Commission Notification of Veteran's Status. For more information, please visit: <http://www.state.nj.us/csc/seekers/veterans>.

**Foreign Degrees:**

Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

**Residency:**

In accordance with the New Jersey First Act, P.L. 2011, c.70, new public employees are required to establish and maintain principle residence in New Jersey within one (1) year of employment. For more information, please visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

**Work Authorization:**

Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. Candidates on student visas, F1 visas, OPT, or H1B visas are not eligible for employment.

### INSTRUCTIONS TO APPLY

Submissions must be received timely to the email address listed below in order to be considered. Failure to submit all required documents may result in an ineligibility determination. Interviews will be granted on the basis of the resume.

**If you are qualified, please submit the documents listed below by 5:00 p.m. on August 15, 2024:**

- Cover letter/Letter of interest
- Resume
- Proof of degree (unofficial transcript reflecting the date the degree was awarded/conferred or copy of diploma)

**Treasury Employment Recruiter**

Email address: [EmploymentRecruiter@treas.nj.gov](mailto:EmploymentRecruiter@treas.nj.gov)

(Please list the "2024-109-S Supervisor of Operations" in the Subject Line)

THIS POSTING IS AUTHORIZED BY:

*Antoinette Sargent (nr)*

Antoinette Sargent, Human Resource Officer

*The State of New Jersey is an Equal Opportunity Employer*