



# State of New Jersey

## Department of Human Services

Philip Murphy  
Governor  
Sheila Y. Oliver  
Lt. Governor  
Sarah Adelman  
Commissioner

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

JOB POSTING NUMBER	068-23	ISSUE DATE	1/25/2023	CLOSING DATE	2/8/2023
TITLE	Agency Services Representative Trainee				
LOCATION	Division of Medical Assistance and Health Services Office of Customer Service 240 Princeton Avenue American Metro Center Hamilton, NJ 08619	RANGE	A99		
		SALARY	\$30,227.90		
OPEN TO	Public				
DEFINITION	Under the close supervision of a supervisory official in a state department, agency, or institution, learns to perform 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; does other related duties as required. Call center related customer service experience is desired.				
REQUIREMENTS					
EDUCATION					
EXPERIENCE					
NOTE					
NOTE FOR FOREIGN DEGREES					
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 NOTICE					
RESIDENCY	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.				
NOTE(S)	<ul style="list-style-type: none"><li>* Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made.</li><li>* <u>Telework</u>: 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.</li><li>* <u>Covid Screening</u>: Certain DHS positions may require COVID-19 vaccination or may be subject to testing/screening.</li><li>* <u>SAME Applicants</u>: 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: <a href="mailto:SAME@csc.nj.gov">SAME@csc.nj.gov</a> , or call CSC at (833) 691-0404.</li></ul>				
DRUG SCREENING	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.				
FILING INSTRUCTIONS					
Forward a cover letter and resume electronically to: <a href="mailto:DHS-CO.Resumes@dhs.nj.gov">DHS-CO.Resumes@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