

Pinelands Commission

JOB TITLE: Applicant Services Representative/Assistant

CLASSIFICATION: Full Time, Exempt, Union

SALARY RANGE: \$40,000-\$65,000

POSTING PERIOD: 9/12/2023 – 10/15/2023

POSITION DESCRIPTION:

The New Jersey Pinelands Commission is an independent state agency whose mission is to preserve, protect, and enhance the natural and cultural resources of the Pinelands National Reserve, and to encourage compatible economic and other human activities consistent with that purpose. The Commission implements a comprehensive plan that guides land use, development, and natural resource protection programs in the 938,000-acre Pinelands Area of southern New Jersey.

Under close supervision, assists applicants, consultants, members of the general public and municipal officials; records and tracks communications and contact information, coordinates flow of applications within or between Commission offices; performs research, investigates facts and provides administrative support for the Regulatory Programs Office by performing the duties listed below.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Communicates with applicants, consultants, members of the general public and municipal officials by phone, email or in-person regarding development application requirements and the application process
- Confirms receipt of application materials
- Ascertains and communicates the status of applications in progress
- Schedules pre-application conferences and reserves office space for in-person meetings
- Schedules in-office file reviews; retrieves documents and coordinates preparation of files for review
- Answers questions from the public about a property's location in the Pinelands Area, its Pinelands management area and municipal zoning designation, and the presence of wetlands by utilizing the Commission's interactive map
- Consults with Regulatory Programs and Environmental Specialists to obtain accurate answers to questions related to Comprehensive Management Plan standards and procedures and municipal ordinances
- Tracks inquiries and responses by entering transactions in the Pinelands Commission Information System
- Responds to inquiries in a timely, efficient and courteous manner
- Ensures efficient, timely and courteous assistance to Commission staff
- Processes incoming mail related to applications and property inquiries
- Reads and interprets maps and records
- Provides copies of application-related documents, reports and other information as requested to other Commission staff, including materials related to OPRA requests
- Provides general administrative support to the Regulatory Programs Office

QUALIFICATIONS:

- Excellent customer service skills via telephone, email and in-person
- Verbal and nonverbal interpersonal communication skills, including the ability to deal with unhappy applicants and diffuse difficult situations
- Ability to gain considerable knowledge and understanding of the Pinelands Comprehensive Management Plan, the Commission's interactive map and municipal zoning codes and standards
- Ability to gain considerable knowledge of the Pinelands Commission Information System, filing system and general office procedures
- Ability to provide services to a wide variety of customers in a timely, efficient and courteous manner
- Ability to convey technical regulations and requirements to applicants and the general public
- Considerable knowledge and ability to create, maintain and produce data, spreadsheets and basic correspondence with applications, as requested

SUPERVISORY RESPONSIBILITIES: None

EDUCATION and/or EXPERIENCE: Minimum 6 months experience in customer service, municipal land use or an environmental/public regulatory environment. Post secondary education and/or specialized training in land use or an environmental discipline may substitute for required experience.

INTERESTED CANDIDATES: Interested candidates should submit a cover letter and resume via e-mail to humanresources@pinelands.nj.gov by the closing date. Only candidates selected for interview will be contacted.

RESIDENCY: The New Jersey First Act (P.L. 2011, c. 70) requires all new employees to reside in the State of New Jersey, unless exempted under law. If you do not reside in New Jersey, within one year of hire, you must either establish residency in the State of New Jersey or successfully receive an exemption from the Employee Residency Review Committee.

Please note that NJ Pinelands Commission has not adopted the provisions of Title 11A of the New Jersey Statutes (Civil Service). Thus the Civil Service Commission will not play a role in or oversee the hiring process for this position.