



State of New Jersey

NEW JERSEY DEPARTMENT OF HEALTH NOTICE OF VACANCY

The Department of Health has a career opportunity for qualified candidates for the following position:

Title Agency Services Representative Trainee [Classified Non-Competitive]			Salary A99 \$38,339.48
Posting Number 583-24	Position Number 049495, 009681	Number of Positions 2	Posting Period * From: 08/26/2024 To: 09/09/2024
Location: Office of the Commissioner Criminal Investigations Unit 55 N. Willow Street, Trenton, NJ 08618			Scope of Eligibility/Open to: Applicants who Meet the Requirements
GENERAL DESCRIPTION			
<p>Under the close supervision of a Supervisor of Investigations in the Criminal Investigations Unit (CIU), the Agency Services Representative Trainee (ASRT) will learn to staff the Department's Certification/Criminal Background Check hotline with the ability to handle these calls in a professional manner. The position will learn to answer questions about the multiple programs the Unit serves, including explaining rules, regulations, procedures, and policies. The position will assist callers in determining eligibility for Department programs such as certification reciprocity and waiver of training.</p> <p>Furthermore, the Agency Services Representative Trainee will learn how to process incoming mail as well as to prepare correspondence in response to a caller's request or at the direction of a supervisor regarding, but not limited to, criminal history checks and responses to health care facilities checking certification or license status. The trainee will learn the proper procedures for receiving application documents, how to verify that the forms are complete, authentic, and notarized, and how to return incomplete applications with a rejection letter. The ASRT will learn how to maintain and sort essential files.</p> <p>ADVANCEMENT: Applicants who successfully complete the six (6) month training period will be eligible for promotion to the titles of Agency Services Representative 1; Agency Services Representative 1, Expungement; Customer Service Information Specialist 1; Customer Information Specialist 1, Tourism Welcome Center, in accordance with Civil Service Commission procedures.</p> <p>The inability of an employee in this title to attain a level of performance warranting advancement to one of the titles listed above shall be considered as cause for separation.</p> <p>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.</p>			
REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)			
<p>EXPERIENCE:</p> <p>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.</p>			
IMPORTANT FILING INSTRUCTIONS			



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If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:
PSTOC@doh.nj.gov
- Mail the required documents to:
**Kevin Jennings, Supervising Mgt. Impr. Specialist
Management and Administration
Reference Posting #583-24
New Jersey Department of Health
PO Box 360
Trenton, NJ 08625-0360**

Required documents:

- cover letter
- resume
- completed application, found at:
<http://www.nj.gov/health/forms/dpf-663.pdf>

** Responses received after the closing date MAY
be considered if the position is not filled.*



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IMPORTANT NOTES

**State as a Model Employer
of People with Disabilities
(SAME) Applicants:**

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:

<https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov , or call CSC at (833) 691-0404.

PHEL Candidates:

If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.

Direct Client Care:

If you are a candidate for a position that involves direct client care in one of the State facilities/programs, you may be subject to pre- and/or post-employment drug testing/screening. The cost of any pre-employment testing will be at the candidate's 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.

**New Jersey
First Act:**

In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.

Resume Note:

Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.

Authorization to Work:

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 citizenships to the United States.

Note: Newly hired employees must agree to a thorough background check that will include fingerprinting.

The New Jersey Department of Health is an Equal Opportunity Employer.