

Notice of Vacancy

Reference Number: DOE-059-24

Title: Agency Services Representative Trainee

Range/Title Code: A99/56348

Salary: \$38,339.48

Position Number: 051750

Issue Date: October 16, 2024

Closing Date: October 30, 2024

Hours of Work: 11:30 a.m. – 7:30 p.m.

Location: Trenton, New Jersey

Division: Division of Field Support and Services, Office of Recruitment, Preparation, and Certification

Description

Under the close supervision of a supervisor in the Office of Recruitment, Preparation, and Certification, 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; and performs other related work as required.

Requirements

Preferred Education/Experience

One (1) - three (3) years of customer service experience working in a call center, or providing telephonic customer support.

Advancement: Appointees who successfully complete the six (6) month training period will be eligible for advancement to the following title under Civil Service Commission procedures: Agency Services Representative 1. The inability of an employee in this trainee title to attain a level of performance warranting advancement to the title listed above shall be considered as cause for separation.

Open to the Following

In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees are required to obtain New Jersey residency within one (1) year of employment.

Applicants must meet the open competitive requirements listed on the job specification on file at the Civil Service Commission. You may access the job specification through the Civil Service Commission's website info.csc.state.nj.us/jobspec/56348.htm.

Interested candidates may apply via: <https://www.nj.gov/education/careers/>.

Authorization to Work

Selected candidates must be authorized to work in the United States according to the Department of Homeland Security, United States Immigration and Customs Enforcement regulations. Note: The State of New Jersey does not provide sponsorships for work visas.

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: nj.gov/csc/same/overview/index.shtml, email: CSC-Same@csc.nj.gov, or call the Civil Service Commission at (609)-292-4144, option 3.

EOE/AA Statement

The New Jersey State Department of Education is an Equal Opportunity Employer, has an Affirmative Action Program, and will not discriminate against any person because of race, creed, religion, color, national origin/nationality, ancestry, age, sex/gender (including pregnancy), marital status/civil union partnership, familial status, affectional or sexual orientation, gender identity or expression, domestic partnership status, atypical hereditary cellular or blood trait, genetic information,

disability, (including perceived disability, physical, mental, and/or intellectual disabilities), or liability for service in the Armed Forces of the United States, and is committed to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.