



NEW JERSEY DEPARTMENT OF AGRICULTURE
200 RIVERVIEW PLAZA
P.O. BOX 330
TRENTON, NJ 08625-0862



NOTICE OF JOB VACANCY

TITLE: Summer EBT Customer Service Representative Temporary Employment Services – 2 positions Hourly position limited to 944 hours per fiscal year	ANNOUNCEMENT #: 17-25	ISSUE DATE: 05/13/2025 CLOSING DATE: 5/27/2025
SALARY RANGE: \$22 per hour		<input type="checkbox"/> DEPARTMENT WIDE <input type="checkbox"/> STATEWIDE <input checked="" type="checkbox"/> GENERAL PUBLIC
LOCATION: Division of Food & Nutrition, Trenton, NJ		
JOB DESCRIPTION		
Under the direction of supervisory unit personnel within the Summer EBT unit, Division of Food and Nutrition, New Jersey Department of Agriculture, provides customer service support to the public as a call center representative for the Summer EBT unit. Primary responsibilities will include answering incoming calls from New Jersey families regarding the Summer EBT program; assisting callers with troubleshooting issues related to their Summer EBT cards; providing accurate information about program eligibility, card status, and benefits. Complex issues will be escalated to supervisors. A courteous and professional demeanor must be maintained at all times. This position will also perform other related duties as required.		
REQUIREMENTS		
EDUCATION: Sixty (60) semester hour credits at an accredited college or university.		
NOTE: Applicants who do not possess the required education may substitute experience as indicated below on a year-for-year basis with sixty (60) semester hour credits being equal to two (2) years of experience.		
NOTE: Foreign transcripts must be evaluated by a recognized evaluation service. Please upload a copy of your evaluation with your application. Failure to do so will result in ineligibility.		
EXPERIENCE: Two (2) years of experience in a professional office environment or customer service support position.		
NOTE: Satisfactory completion of sixty (60) semester-hour credits at an accredited college or university may be substituted for the required experience. If you are substituting education for experience, please upload a copy of your transcript with your application. Failure to do so will result in ineligibility.		
PREFERRED SKILLS: Successful candidates will possess the following skills: problem-solving, clear communication, patience, attentiveness, and the ability to multi-task in a fast-paced environment. Familiarity with Microsoft Office and bilingual in English and Spanish preferred.		
AVAILABILITY: Must be available approximately 25 hours per week, between the hours of 7:30am to 5:00pm. This is an in-office position. Remote work is not allowed.		
CONDITIONS OF EMPLOYMENT: The selected candidate(s) will work in the office of the Division of Food & Nutrition, Summer EBT Unit. The candidate(s) will work closely with supervisory unit personnel assuming responsibilities which may include, but may not be limited to; answering inbound calls addressing inquiries regarding the Summer EBT program, identifying and resolving issues, and maintaining accurate records of constituent interactions. This is a temporary position that does not include benefits.		
LICENSE: Selected candidate 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.		
AUTHORIZATION TO WORK: Appointee must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship, and Immigration Services regulations.		
NOTE: The State of New Jersey does not provide sponsorships for permanent residency to the United States or work visa.		
IMPORTANT NOTICE		
Effective September 1, 2011, NJ PL 70 (NJ First Act), requires all State employees must 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 seven 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 an exemption is obtained. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.		
ELECTRONIC FILING INSTRUCTIONS		
Interested applicants must email a cover letter, including the announcement number, resume, and transcripts by the closing date of this Notice of Job Vacancy to njdajobs@ag.nj.gov .		
NJ SAME PROGRAM INFORMATION		
SAME APPLICANTS: If you are applying under the NJ “SAME” program, your supporting documents (Schedule A or B letter), must be submitted to njdajobs@ag.nj.gov along with your resume, cover letter, announcement number, and transcript (if position has a degree requirement) 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: CSC-SAME@csc.nj.gov , or call CSC at (609) 292-4144, option 3.		
BENEFIT(S)*		
*Pursuant to the State/Department’s policy, procedures and/or guidelines.		
TES benefits may include: Earned Sick time		

The New Jersey Department of Agriculture is an Equal Employment Opportunity Employer