



State of New Jersey

Department of Human Services

Mikie Sherrill
Governor

Dr. Dale G. Caldwell
Lt. Governor

Stephen Cha, MD, MHSR
Commissioner

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

JOB POSTING #:	182-26	ISSUE DATE:	6/11/2026	CLOSING DATE:	6/25/2026
TITLE:	Agency Services Representative Trainee				
LOCATION:	Division of Family Development Office of Program Operations Customer Service Unit 3 Quakerbridge Plaza Hamilton, NJ 08619	RANGE:	A99		
		SALARY:	\$36,448.51		
		UNIT SCOPE(S):	K500		
		SERV. CLASS:	Non-Competitive		
OPEN TO:	General Public				
DESCRIPTION					
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.				
SPECIAL NOTE:	This position is in the Office of Program Operations Call Center which handles inquiries for Supplemental Nutrition Assistance Program (SNAP), WorkFirst NJ/Temporary Assistance for Needy Families (TANF) and General Assistance (GA), as well as ancillary programs, the Bureau of Administrative Review and Appeals and an Interim Reporting Form process. THIS POSTING MAY BE USED FOR FUTURE VACANCIES IN OTHER OFFICES.				
REQUIREMENTS					
NOTE:	<p>PROMOTION: Applicants who successfully complete the six (6) month training period will be eligible for promotion to the titles of Agency Services Representative 1 in accordance with Civil Service Commission procedures.</p> <p>SPECIAL NOTE: Call center or customer service experience is preferred but not required. The ideal candidate will have demonstrated skills such as multi-tasking, analytical thinking, and experience handling confidential information.</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.				
IMPORTANT NOTICES					
FOREIGN DEGREES:	Degrees and/or transcripts issued by a college or university outside of the United States <i>must be evaluated</i> by a reputable evaluation service at your expense. The evaluation must be included with your submission. Failure to submit the required evaluation may result in an ineligibility determination.				
RESIDENCY:	In accordance with N.J.S.A. 52:14-7 (NJ PL 70), the "New Jersey First Act", all employees must reside in the State of New Jersey (NJ), unless exempted under the law. If you do not live in NJ, you have (1) year after you begin employment to relocate your residence to NJ.				
DRUG SCREENING:	If you are a candidate for a position with DHS, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing <i>will be at your expense</i> . 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 its administered.				
CIVIL SERVICE LISTS:	Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made. All appointments will be made utilizing the procedures and guidelines in accordance with N.J.A.C. 4A.				
TELEWORK:	Certain positions may be eligible to participate in the Department's " <u>Telework Program</u> ", 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.				
SAME PROGRAM:	If you are applying under the NJ State as a Model Employer (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: CSC-SAME@csc.nj.gov , or call CSC at (609) 292-4144.				
EMPLOYEE BENEFITS:	In accordance with the <i>Pay Transparency Act</i> , the NJ State Benefits Package includes: State Health Benefits Program (medical, dental, prescription drug and vision care); Pension; Deferred Compensation; Public Service Loan Forgiveness (PSLF) participation; Tuition Reimbursement; Flexible and Health Spending Accounts (FSA/HSA); Paid holidays; Paid Leave (vacation days, sick days and administrative leave days); Telework; Alternate Work Week Program; Life Insurance; Tax\$ave; NJ Well; State Employee Discount Program; Employee Advisory Service (EAS); Please be advised that eligibility for any of the benefits listed may vary pursuant to job duties, operational need, funding, policy, procedures and/or guidelines.				
FILING INSTRUCTIONS					
Forward a cover letter, resume, and transcript (if applicable) electronically to: dfdhrrsumes@dhs.nj.gov					

You must include the Job Posting #, and Last Name in the subject line of your email. Example: (123-25, Smith)

New Jersey Department of Human Services is an Equal Opportunity Employer