



State of New Jersey

Department of Human Services

Philip Murphy
Governor
Tahesha L. Way
Lt. Governor
Sarah Adelman
Commissioner

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

JOB POSTING #:	288-25	ISSUE DATE:	9/24/2025	CLOSING DATE:	10/8/2025
TITLE:	AGENCY SERVICES REPRESENTATIVE TRAINEE				
LOCATION:	Division of Medical Assistance and Health Services Office of Managed Care Organization Accountability & Operations 7 Quakerbridge Plaza Hamilton, NJ 08619	RANGE:	A99		
		SALARY:	\$36,448.51		
		UNIT SCOPE:	K250		
		SERV. CLASS:	Non-Competitive		
OPEN TO:	Public				
DESCRIPTION					
DEFINITION:	<p>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.</p> <p>NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.</p>				
SPECIAL NOTE:	<p>The desired candidate will be:</p> <ul style="list-style-type: none">Experienced in addressing policies and procedures regarding Medicaid Eligibility and Managed Care requirements.Committed to serving people the best way possible through government healthcare programs.Excellent at communication and interpersonal skills with demonstrated ability to build bridges of understanding with all levels of stakeholders.Emit positive energy and eagerness to embrace diverse colleagues and communities.Motivated to work independently and in teams towards shared goals.Curious and exude positive energy to learn and grow in the organization. <p>Preferred candidate is bilingual in Spanish and English: Applicants should be able to read, write, speak, understand, or communicate in Spanish and English sufficiently to perform the duties of this position.</p>				
REQUIREMENTS					
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 <u>must be evaluated</u> 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 <u>will be at your expense</u> . 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 "Telework Program", 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 "Pay Transparency Act", 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:

DHS-CO.Resumes@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