



# 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:

<b>JOB POSTING #:</b>	294-24	<b>ISSUE DATE:</b>	6/18/2024	<b>CLOSING DATE:</b>	7/2/2024		
<b>TITLE:</b>	Program Technician						
<b>LOCATION:</b>	Division of Family Development Office of Program Operations Customer Service Unit 6 Quakerbridge Plaza Hamilton, NJ 08619		<b>RANGE:</b>	R20			
			<b>SALARY:</b>	\$57,420.37 - \$81,196.66			
			<b>UNIT SCOPE:</b>	K500 – Division of Family Development			
<b>OPEN TO:</b>	Current New Jersey State Employees with Underlying Permanent Status						
<b>DESCRIPTION</b>							
<b>DEFINITION:</b>	Under the direction of a supervisory official in a State department, agency, or institution, has charge of staff assigned to a specific work program, scheduling office, or technical unit responsible for reviewing, monitoring, and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; supervises staff and work activities; prepares and signs official performance evaluations for staff; does other related duties as required.						
<b>NOTE:</b>	The Office of Program Operations Call Center is a fast-paced environment with an overall focus on client support, working with county welfare agency staff as well as other agency entities and partners to achieve resolution, while maintaining the integrity of the programs and services we provide.						
<b>REQUIREMENTS</b>							
<b>EDUCATION:</b>	Successful completion of sixty (60) semester hour credits at an accredited college or university.						
<b>EXPERIENCE:</b>	Three (3) years of experience in work involving the application of rules, regulations, procedures, or policies in the processing of technical actions in a specific program area.						
<b>NOTE:</b>	Applicants who do not possess the required education may substitute experience on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.  Desirable skillsets include:						
	<ul style="list-style-type: none"> <li>• Call Center and Customer/Client Relations experience</li> <li>• Effective written and verbal communication skills</li> <li>• Ability to communicate complex issues and instructions in an understandable manner</li> <li>• Ability to read and speak Spanish is a plus but not required to apply</li> <li>• Leadership skills and the ability to work independently</li> <li>• Demonstrated ability to lead, coach and motivate a team</li> <li>• Skilled in staff development, providing feedback and recognizing individual and team contributions</li> <li>• Conscientious and dependable</li> <li>• Organization skills</li> <li>• Training experience is a plus</li> <li>• Ability to adapt to change and to working in a fast-paced environment</li> </ul>						
<b>LICENSE:</b>	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.						
<b>IMPORTANT NOTICES</b>							
<b>NOTE FOR FOREIGN DEGREES:</b>	Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated 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.						
<b>RESIDENCY:</b>	Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to 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 7 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 he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.						
<b>DRUG SCREENING:</b>	If you are a candidate for a position that involves direct client care with the Department of Human Services, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing will be at your 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. You will be advised if the position for which you're being considered requires drug testing and how to proceed with the testing.						
<b>NOTE:</b>	<ul style="list-style-type: none"> <li>* Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made.</li> <li>* <b>Telework:</b> 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. Details on this, and other benefits, will be made available throughout the interview process.</li> <li>* <b>SAME Applicants:</b> 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: <a href="https://nj.gov/csc/same/overview/index.shtml">https://nj.gov/csc/same/overview/index.shtml</a> , email: <a href="mailto:CSC-Same@csc.nj.gov">CSC-Same@csc.nj.gov</a> , or call 609-292-4144, option 3.</li> </ul>						
	<b>FILING INSTRUCTIONS</b>						
<p>Forward a cover letter and resume electronically to: <a href="mailto:dfdhrresumes@dhs.nj.gov">dfdhrresumes@dhs.nj.gov</a></p> <p>You must include the Job <b>Posting #</b>, and <b>Last Name</b> in the subject line of your email. Example: (123-22, Smith)</p>							

New Jersey Department of Human Services is an Equal Opportunity Employer