



Notice of Job Vacancy

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| Posting #: 2022-092 | | Issue Date: 3/24/2022 | | Closing Date: TBD | |
| Title: Government Representative 2 - Customer Experience Administrator/Officer | | Range/Title Code: X98/55013 | | Salary: \$125,000.00 to \$134,000.00 | |
| Unit Scope: Statewide Public/Private | | Location: Office of the Commissioner, Unemployment Insurance Modernization – 1 John Fitch Plaza, Trenton, New Jersey | | Workweek: NL | |
| | | | | # Vacancies: 1 | |

Job Description

The Department of Labor and Workforce Development (DOL) provides many benefits to employees to acknowledge and value their contribution. Statewide Benefits include health insurance, pension, Flexible Spending Accounts (FSA)/Health Savings Accounts (HSA), life insurance, deferred compensation and more. The DOL also provides tuition reimbursement (after nine months of employment), Alternate Workweek Program (determined by division), and employee training. Per Executive Order 253, all state employees are required to be vaccinated by October 18, 2021 or undergo frequent testing. Please do not submit your vaccine card at this time.

Our Team

The NJDOL, in collaboration with the New Jersey Office of Innovation, is looking for diverse and experienced team to embark on a comprehensive effort to improve the experience of receiving unemployment insurance benefits. This includes building a claimant-focused, integrated Unemployment Insurance system resilient to significant and catastrophic periods, such as climate and pandemic events and modernizing the case management, and technology systems, underpinning the UI program, and improve the equity of outcomes for all NJ residents. The team is charged with building the system of the future in collaboration with colleagues across New Jersey, experts in academia and the private sector, and federal partners, to enable us to address barriers at their source, starting with equity at the core, and serve as a model where concepts can be rapidly tested, learned from, implemented, and improved upon using proven practices. The team reports directly to the New Jersey Commissioner of Labor. The team uses data-driven, agile, and human-centered and equitable design practices spanning technology, process, policy, and people to deliver holistic solutions that are needed to transform the Unemployment Insurance system and experience. This effort is unique in the number of areas it seeks to improve, the level of partnership between the state and federal government, including NJ's selection as a key partner to the US Department of Labor and US Digital Service (https://www.nj.gov/labor/lwdhome/press/2021/20211214_uipilot.shtml), and availability of funding to make critical improvements to the process. Working with federal and state partners, the program will use modern, modular components that enable flexibility for the state, maximize the ability to leverage best-in-class private and public sector solutions including from the federal government, and enable re-use by others across the country in service of raising the bar of Unemployment Insurance service delivery. To enable us to take advantage of this opportunity, the State of New Jersey Department of Labor is establishing an Office of Unemployment Insurance Modernization and building the team that will lead this effort for the state.

Customer Experience Administrator/Officer

The Customer Experience Administrator/Officer will draw on best practices of user experience and customer service to ensure a first-rate and equitable unemployment insurance claimant experience. Key objectives for this role include:

- Develop, oversee and work to implement the ideal claimant experience for new and existing UI claims.
- Streamline websites, improve self-service, and create a consistent user experience across all channels.

- Utilize both qualitative and quantitative customer feedback to build journey maps to identify best practices and perceived pain points.
- Develop a mechanism to give claimants the opportunity to provide real-time feedback to agencies through the web, phone, and in-person and display this feedback transparently to drive claimant-centric improvements to the unemployment insurance process and systems.
- Create a strong, customer-centric culture complete with accountability and ownership at all levels.
- Build a customer experience team to deliver on the needs of the Unemployment Modernization Office; provide coaching, mentorship, and professional development opportunities; support employee wellbeing.

Civil Service Commission Requirements (Education/Experience/Licenses)

THOSE WHO HAVE PREVIOUSLY APPLIED TO POSTING 2021-092 DO NOT NEED TO REAPPLY AND WILL BE TAKEN INTO CONSIDERATION

EDUCATION AND EXPERIENCE: Graduation from an accredited college or university with a Bachelor’s degree with a minimum of one (1) year experience, and a proven track record, in the identified experience, skills and abilities:

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: A Master's degree is preferred.

PREFERRED EXPERIENCE, SKILLS AND ABILITIES:

- **Customer Experience Expertise** – Deliver holistic, human-centered customer experiences. Candidates should have significant experience in each of the following areas:
 - The knowledge and ability to understand and apply human-centered design tools and methodologies.
 - Mastery level skill in developing customer journey maps, identifying areas of dissatisfaction in the experience and developing plans to monitor and make improvements to the experience, ultimately leading to customer delight.
 - Mastery level skill creating an exceptional customer experience, identifying opportunities for improvement and subsequent implementation of plans.
 - Strong process/project management skills with the ability to manage and implement strategies rapidly.
 - Ability to quickly identify root causes of issues and organize and prioritize multiple competing deadlines.
 - Ability to understand business drivers and take analytical findings in order to map process solution design.
 - Ability to use digital technology, communication tools or networks to locate, evaluate, use and create information coupled with a working knowledge of current high-technology, and an understanding of how it can be used.
- **Delivering World Class Services** -
 - Experience delivering public-facing programs or products with a large number of users and high availability requirements. This includes crafting or creating product vision, strategy or roadmaps
 - Experience leading the development, delivery or integration of projects with complex requirements, multiple stakeholders with disparate views, or high levels of bureaucracy.
 - Experience applying leading industry practices in the design, development and delivery of digital products or services.

- Experience working with and leading cross-functional teams.
- **Leading Change** - Bring about strategic change, both within and outside the organization, to meet organizational goals, establish an organizational vision and continuous implementation in a changing environment.
- **Leading People** - Lead people toward meeting the organization's vision, mission, and goals while providing an inclusive workplace that fosters the development of others, facilitates teamwork, and supports resolution of conflicts.
- **Results Driven** - Meet organizational goals and customer expectations to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
- **Business Acumen** - Manage human, financial, and information resources strategically.
- **Building Coalitions** - Involves the ability to build coalitions internally with existing NJ DOL programs and divisions, State colleagues and departments, and with Federal agencies, local governments, and other external stakeholders to achieve common goals.

RESUME NOTE: Eligibility determinations will be based only upon information presented on the resume along with other supporting documents, such as your online work examples.

TO APPLY for this Position

If you qualify and would like to be considered, **please submit your resume (including daytime phone number and email address) and a letter of interest (200 words or less) identifying the following:**

1. **Where can we find you online?** Add up to three links (e.g., GitHub, GitLab, LinkedIn, Portfolio, Articles). Please link to online examples of your work, if possible.

What do you find compelling about the role?

EMAIL:

Human Capital Strategies
Recruitment Unit

LWDJobPostings@dol.nj.gov

*Subject line must specify complete job posting number

This is not a promotional announcement for a Civil Service Examination.

This posting may result in personnel actions which will require final approval by the Department of Labor and Workforce Development and the Civil Service Commission in accordance with Civil Service Commission rules and regulations.

Job Posting Authorized by Tennille R. McCoy, Assistant Commissioner, Division of Human Capital Strategies

- Newly hired employees must agree to a thorough background check that may include fingerprinting.
- Any appointments made from postings which involve movement between unit scopes, may result in a forfeiture of rights to any promotional list in a former unit scope.
- As of September 2010, in accordance with N.J.S.A. 52:14-7, the "New Jersey First Act," all new employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey, or to secure an exemption.
- Work Authorization: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. NJDOL does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

The New Jersey Department of Labor and Workforce Development is an Equal Opportunity/Affirmative Action Employer.

New Jersey Department of Labor and Workforce Development
PERSONAL RELATIONSHIPS DISCLOSURE STATEMENT

In accordance with the Uniform Ethics Code adopted by the NJ State Ethics Commission and the State Policy Prohibiting Discrimination in the Workplace, the New Jersey Department of Labor and Workforce Development (NJ DOL) requires the disclosure of all relatives, consensual personal relationships, and cohabitants. No NJ DOL employee may supervise or exercise any authority with regard to personnel actions involving their relative, anyone with whom there is a consensual personal relationship, or anyone with whom they cohabit.

Relative means an individual's spouse/domestic partner/civil union partner¹ or the individual or spouse's/domestic partner's/civil union partner's parent, child, brother, sister, aunt, uncle, niece, nephew, cousin, grandparent, grandchild, son-in-law, daughter-in-law, stepparent, stepchild, stepbrother, stepsister, half-brother or half-sister, whether the relative is related to the individual or the individual's spouse/domestic partner/civil union partner by blood, marriage or adoption.

Consensual personal relationship means marriage, engagement, dating or other ongoing romantic or sexual relationships.

Cohabitant means non-related persons who share a household under circumstances where there is financial interdependence.

The New Jersey Department of Labor and Workforce Development requires the disclosure of all relatives and consensual personal relationships to be promptly reported directly to the Division of Human Capital Strategies (HCS) - **Director's** Office. Confidentiality shall be maintained to the extent possible and practicable. This information may be shared with NJ DOL's Equal Employment Opportunity Office **and/or** the NJ DOL Ethics Office as deemed necessary. Upon receiving notice of the relationship, HCS may address any situation as necessary in consultation with the EEO Office and/or the Ethics Officer. This may include, but is not limited to, the changing of reporting relationships or transferring any of the employees involved. Failure to provide notification to HCS may result in discipline up to and including termination and the denial of legal representation and indemnification by the State in the event that a lawsuit is filed having a connection with a personal relationship. Employees are under a continuing obligation to promptly report personal relationships that develop during the course of their employment.

I **DO NOT** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development.

I **DO** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development identified as follows:

| Name | Relationship | Division and Work Location |
|------|--------------|----------------------------|
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Do you need more space for disclosure? Yes No **If YES, continue writing on the back of this form.**

I certify that the information on this form to the best of my knowledge and belief is true, complete and accurate. I understand that any misleading or incorrect information, willful misstatement, or omission of a material fact, may be just cause for disciplinary action up to and including termination. I understand my obligation to promptly report personal relationships that develop during the course of my employment.

Applicant/Employee's Name (Print) _____

Applicant/Employee's Signature _____ Date _____

¹ Domestic Partner as defined in NJSA 26:8A-1 et. seq. and Civil Union status as defined in NJSA 37:1-28 et. seq.