



State of New Jersey

DIVISION OF ADMINISTRATION
DEPARTMENT OF LAW AND PUBLIC SAFETY
PO BOX 081
TRENTON, NJ 08625-0081

PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

MATTHEW J. PLATKIN
Acting Attorney General

WILLIAM H. CRANFORD
Chief Administrative Officer

September 27, 2022 NOTICE OF JOB VACANCY #22-475

This is a repost of vacancy announcement #22-302; previous applicants need not reapply.

Opportunities currently exist in the classified service with the Department of Law and Public Safety, Division of Alcoholic Beverage Control, for current State employees with permanent service in a competitive title who meet the requirements specified below:

TITLE: Agency Services Representative 4
SALARY: \$50,737.29 to \$71,553.48
LOCATION: Division of Alcoholic Beverage Control
Licensing Bureau
140 East Front Street
Trenton, NJ 08625

NUMBER OF POSITIONS AVAILABLE: Two (2)

DUTIES: Under direction of the Licensing Bureau Chief, Unit Manager, and/or other supervisory official in the Division of Alcoholic Beverage Control; handles the most complex and/or sensitive customer issues, requests and complaints; functions in a lead worker capacity; manages high volume of telephone/email inquiries related to the issuance/renewal of licenses, permits and brands, corresponds with licensees, municipal clerks, law enforcement, legal counsel, compliance agencies and the public, provides technical assistance with registration, login information and application submission through the ABC Online Licensing System, maintains essential license, permit and brand files electronically and physically, conducts information searches of records in response to inquiries from other bureaus/units, may provide input on enhancements and performance issues with the online licensing system, assists Unit Supervisor with complex application reviews regarding licensing, permitting, brands and renewals, assists in the preparation of monthly statistical and Ad Hoc reports, makes design requirement recommendations for ABC Online Licensing System enhancements, assists with testing enhancements in the ABC Online Licensing System, participates in special projects and/or committees regarding new initiatives; provides front-line and behind the scenes customer and other support services involving the review of licenses, permits and brand applications; verifies information for completeness and compliance with ABC statutes and regulations, including the review of any supporting documents; performs other related duties as required.

REQUIREMENTS

EXPERIENCE: Four (4) years of experience providing information and support to customers or clients, responding to technical inquiries and/or complaints regarding products, services or programs, or collecting payments in a government or office setting.

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.

All offers of employment are conditional subject to the applicant agreeing to and then passing a background check that may include fingerprinting.

RESUME NOTE: Eligibility determinations will be based upon information presented in resume only. Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.

If qualified, please send a cover letter indicating interest in job vacancy announcement #22-475 and a current resume on or before the closing date of October 11, 2022 to:

Recruitment Coordinator
LPS.HumanResources@njoag.gov

OR

Recruitment Coordinator
Division of Administration
Human Resource Management
P.O. Box 081, Trenton, NJ 08625-0081

The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70), requires new public employees to reside in the State of New Jersey within one (1) year of employment.

The Department of Law and Public Safety is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff. We strongly encourage people from all groups and communities to apply.

