



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
Attorney General

WILLIAM H. CRANFORD
Chief Administrative Officer

November 15, 2022 NOTICE OF JOB VACANCY #22-596

An opportunity currently exists in the classified service with the Department of Law and Public Safety, Division of Criminal Justice, for current State employees with permanent service in a competitive title who meet the requirements specified below:

TITLE: Agency Services Representative 3

SALARY: \$45,532.62 to \$59,656.38

LOCATION: Division of Criminal Justice
Chief of Staff's Office
Richard J. Hughes Justice Complex
25 Market Street, Trenton, NJ

NUMBER OF POSITIONS AVAILABLE: One (1)

DUTIES: Under the general supervision of a Manager, Chief of Staff, or other supervisory official in the Division of Criminal Justice ("the Division"), provides front-line and behind the scenes customer and other support services to members of the public contacting the Division or presenting in-person. This position provides information to members of the public regarding Division programs and services; handles complex and/or sensitive issues, requests, and complaints; answers various telephone lines and directs callers and provides pertinent information; greets all walk-ins and scheduled visitors; maintains accurate logs for calls and referrals; accepts mail and legal documents and completes receipts; answers questions and explains policies and procedures; clarifies forms, provides instruction, and directs the completion of applications; conducts information searches; requests information from members of the public to determine their needs or purpose of visit/call; maintains essential records and files; will be required to learn various types of electronic and/or manual recording and computerized information systems used by the Division; when necessary performs general clerical duties, including letter drafting, data entry, photocopying, scanning, scheduling meetings and filing; may schedule, facilitate and/or coordinate trainings/programs; works in various databases; assists in mail distribution to various entities; works collaboratively with attorneys, detectives, staff and various partner agencies; performs other related duties as required or needed.

REQUIREMENTS

EXPERIENCE: Three (3) 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.

PREFERENCE: Preference will be given to candidates with excellent communication skills; demonstrated ability to work with members of the public and provide exceptional customer service; and knowledge of criminal justice agencies.

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.

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

If qualified, please send a cover letter indicating interest in job vacancy announcement #22-596 and a current resume on or before the closing date of November 29, 2022 to:

Recruitment Coordinator
LPS.Humanresources@njoag.gov

-OR-

Recruitment Coordinator
Division of Administration
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.

