



# NEW JERSEY DEPARTMENT OF THE TREASURY

## NOTICE OF VACANCY

<b>POSTING #:</b> 2024 - 147 - S	<b>ISSUE DATE:</b> October 23, 2024	<b>CLOSING DATE:</b> November 20, 2024
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<b>TITLE:</b> Program Specialist 1	<b>OPEN TO:</b> State Wide (all Departments/State Employees)
<b>DIVISION:</b> Cannabis Regulatory Commission	<b>TITLE CODE:</b> 64482 <b>RANGE:</b> P18
<b>UNIT:</b> Patient and Customer Services	<b>WORKWEEK:</b> NE (35 hours)
<b>LOCATION:</b> 50 Barrack Street, 8 <sup>th</sup> Floor, Trenton, NJ	<b>SALARY RANGE:</b> \$54,351.06 - \$76,649.82

### JOB DESCRIPTION

The New Jersey Cannabis Regulatory Commission is seeking a Program Specialist 1 for the Patient and Customers Services Unit. The incumbent will assist with the collection and tracking of complaint data for the NJ-CRC Customer Service unit. Processes the data received by the NJ-CRC Complaints database and input onto the Complaints and Incident database on SharePoint. Ensures the data on the Complaints and Incident Report database is up-to-date and follow up on open Complaints and Incidents to ensure that resolutions are properly logged and processed. Researches complaints that are not compliance related and prepares responses to the constituent, provider or patient to adjudicate the issue. Assists unit staff to identify complaint trends and prepares reports based on the complaints database and works with units across the Agency to develop solutions for frequently occurring issues. Provides unit with regular updates on complaint inventory and outstanding cases and engages follow up with internal and external stakeholders to ensure complaints are resolved in a timely manner. Assists with the maintenance of Patient Services procedure documents and provides feedback on process improvement within the Patient Services phone unit. Assists with training for Alternative treatment centers (ATC) and assists with providing updates to ATC training materials as necessary. Assists with Quality Control phone monitoring within the Patient Services phone unit. Provides unit management with phone monitoring results and suggests process improvement and identifies training needs for staff as necessary; does other related duties as required.

The standard workweek is Monday through Friday. This position **may** be eligible to participate in the Department's pilot telework program, which allows eligible employees to work remotely for up to two (2) days per week, as approved by management. The position offers a comprehensive benefits package including medical, prescription drug, and dental coverage, benefit leave, Pension, supplemental pension plan, tax saving programs, and paid holidays.



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### POSITION REQUIREMENTS

**Education & Experience:**

Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Five (5) years of professional experience in planning, monitoring, coordinating, implementing, modifying and/or evaluating agency programs and services.

**-OR-**

Possession of a bachelor's degree from an accredited college or university; and one (1) year of the above-mentioned professional experience.

**-OR-**

Possession of a master's degree from an accredited college or university in a discipline appropriate for the position.

**Note:**

"Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

### IMPORTANT NOTES

**Open to the following:**

Open to full-time employees who have permanent status in a competitive title and who meet the requirements listed above. Appointments resulting from this posting will be made in accordance with Civil Services rules and regulations and may result in a forfeiture of rights to any promotional lists in the former office/unit.



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## GENERAL INFORMATION

- Vacancy Notice:** This is not a promotional announcement. Appointment(s) resulting from this posting will be in accordance with Civil Service Commission rules and regulations.
- SAME Applicants:** Candidates applying under the New Jersey “SAME” program, **must include a Schedule A or B letter** with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For information, email: [CSC-SAME@csc.nj.gov](mailto:CSC-SAME@csc.nj.gov), call CSC at (609) 292-4144, option 3. visit <https://nj.gov/csc/same/overview/index.shtml>,
- Veteran's Preference:** Veterans must provide proof of New Jersey Veteran's Preference with their initial application by including a copy of their New Jersey Civil Service Commission Notification of Veteran's Status. For information, visit: <http://www.state.nj.us/csc/seekers/veterans>.
- Foreign Degrees:** Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.
- Residency:** In accordance with the New Jersey First Act, P.L. 2011, c.70, new public employees are required to establish and maintain principle residence in New Jersey within one (1) year of employment. For information, visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.
- Work Authorization:** Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. Candidates on student visas, F1 visas, OPT, or H1B visas are not eligible for employment.

## INSTRUCTIONS TO APPLY

Submissions must be received timely to the email address listed below in order to be considered. Failure to submit all required documents may result in an ineligibility determination. Interviews will be granted on the basis of the resume.

**If you are qualified, please submit the documents listed below by 5:00 p.m. on November 20, 2024:**

- Cover letter/Letter of interest
- Resume
- Proof of degree (unofficial transcript reflecting the date the degree was awarded or copy of diploma)

**Treasury Employment Recruiter**

Email address: [EmploymentRecruiter@treas.nj.gov](mailto:EmploymentRecruiter@treas.nj.gov)

(Please list the “**2024- 147 - S Program Specialist 1**” in the Subject Line)

THIS POSTING IS AUTHORIZED BY:

*Antoinette Sargent (nr)*

Antoinette Sargent, Human Resource Officer

*The State of New Jersey is an Equal Opportunity Employer*