



# State of New Jersey

## DEPARTMENT OF EDUCATION

# NOTICE OF VACANCY

The COMMISSIONER OF EDUCATION invites applications from  
qualified candidates for the following:

**ISSUE DATE:** October 7, 2011

**RESUMES MUST BE RECEIVED OR**

**POSTMARKED NO LATER THAN:** October 21, 2011

Applications received after closing date may be considered if  
position is not filled.

**TITLE:** Government Representative 2

**REFERENCE #:** DOE-049-11

**BARGAINING UNIT/RANGE:** X 98

**LOCATION:** Trenton, NJ

**DIVISION:** Division of Teacher and Leader Effectiveness, Office of Certification/Induction

**POSITION #:** 654522

**SALARY:** \$75,673.05 - \$107,990.52

**HOURS OF WORK:** 8:15 a.m. – 4:15 p.m.

### DESCRIPTION

Opening for supervisor of customer service phone center and related operations to directly supervise a staff of 16. Responsibilities include integrated operations for mail, document intake, customer service email and phones, and related web information. Will work as part of a collaborative management team for a large office of which these operations are an integral part. Successful experience in call center direct personnel supervision, in MIS reporting and analysis is required. Must have ability to analyze, design, and manage customer service operations to meet success metrics. Experience with Avaya call centers and IVR links to databases is a plus.

### REQUIREMENTS

**Education:** Graduation from an accredited college or university with a Bachelor's degree.

**Experience:** Three (3) years of direct supervisory experience in a call center required.

**Note:** Candidates may substitute four (4) years of customer service experience for a Bachelor's degree.

### OPEN TO THE FOLLOWING

In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees are required to obtain New Jersey residency within one (1) year of employment. Applicants must meet the requirements listed above.

### FORWARD RESUMES TO:

Personnel Director  
New Jersey State Department of Education  
Reference #: DOE-049-11  
PO Box 500  
Trenton, NJ 08625-0500  
Resumes may be e-mailed to: [resume3@doe.state.nj.us](mailto:resume3@doe.state.nj.us)

The New Jersey State Department of Education is an Equal Opportunity Employer, has an Affirmative Action Program, and will not discriminate against any person because of race, creed, religion, color, national origin/nationality, ancestry, age, sex/gender (including pregnancy), marital status/civil union partnership, familial status, affectional or sexual orientation, gender identity or expression, domestic partnership status, atypical hereditary cellular or blood trait, genetic information, disability, (including perceived disability, physical, mental, and/or intellectual disabilities), or liability for service in the Armed Forces of the United States, and is committed to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.