

Customer Service Representative & Telecommunications (Full Time)

Location: New Brunswick, NJ

Job Description

As the first point of contact, Customer Service Representatives in the Call Center unit are responsible for assisting clients or other callers by telephone to provide information on public assistance programs. The ideal candidate is a resourceful, team-focused professional who has strong customer services skills; possesses the ability to accurately enter data in various computer databases and systems, and the ability to keep information confidential.

Qualifications:

Education: Associate's or Bachelor's degree preferred

Experience: Two (2) years of customer service, customer relations, or call center experience. Applicants with experience in government (municipal/county/state) or non-profit organizations will receive preference. An associate's or bachelor's degree may be substituted for one (1) year of experience. You must submit transcripts with your resume in order to receive substitution. Experience working for a government agency, non-profit, or social service organization is ideal, but not required.

Language: Strong need for candidates who are bilingual in the following languages: Spanish, Arabic, Hindi, Gujarati and Urdu.

To apply: Email your resume and cover letter to HRDepartment@mid-boss.com

Benefits

Competitive benefits include flexible schedule, a pension plan, on-site wellness coaches, and health and dental insurance. The agency also promotes a healthy work-life balance with generous vacation, sick, and holiday leave.

The Middlesex County Board of Social Services is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender identity, national origin, protected veteran status, disability status or any other characteristic protected by law.