- Public Service
- Career Diversity
- Statewide Locations
- Benefits
- Retirement
- Paid Holidays
- Training
- Career Path
- Promotional Opportunities

HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.

Career Opportunity Bulletin

CUSTOMER REPRESENTATIVE ASSOCIATE II - HUMAN SERVICES

Code: 659400 **Pay Grade:** 13 ($12.99 – 18.19/hr)

Open for Recruitment: June 13, 2016 - *Until Canceled*

JOB DESCRIPTION

As a Customer Representative Associate II in the Department of Health and Human Services, you will perform a broad range of direct service and administrative duties that assist in the delivery of services to our clients. These duties may include interviewing and verifying information provided by clients; entering and verifying data in client information systems; supervising visits between children who have been removed from their home, their parents, and others; and making referrals for services for children, parents, and family members. To perform these duties you must have strong interpersonal skills, organizational skills, and computer skills. You should also be detail-oriented, be able to work effectively with your team members, and interact with the public in a helpful and professional manner.

Typical Duties

- Assists customers and providers with reporting, eligibility, and compliance requirements.
- Coordinates approved customer services.
- Codes, computes, verifies, posts, reconciles, and/or updates standard documents and financial transactions.
- Tracks and/or monitors contracts and/or licenses.
- Presents routines factual information to individuals/groups.
- Contacts community providers to develop customer resources.
- Conducts on-site provider visits to monitor customer progress.
- Annotates case records and complete documentation requirements.
- Prepares/delivers legal paperwork/subpoenas in compliance with established policy.
- Informs supervisor of emergency trends in service needs.
- Participates in administrative hearings.

MINIMUM REQUIREMENTS

In order to qualify, you must have training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a solid knowledge of the principles and practices of quality customer service to perform complex work in assisting the public with applications, fees, examinations, or social services that have an eligibility or compliance component; and 2) the ability to use independent decision-making on the appropriate processes to follow, information to process, and actions to take in accordance with standard procedures.

Value of State-paid Dental Insurance: $13.13 biweekly

Value* of State-paid Health Insurance:

- Level 1: 100% State Contribution (employee pays nothing): $428.24 biweekly
- Level 2: 95% State Contribution (employee pays 5%): $407.48 biweekly
- Level 3: 90% State Contribution (employee pays 10%): $386.73 biweekly
- Level 4: 85% State Contribution (employee pays 15%): $365.97 biweekly

*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2016

Value of State's share of Employee's Retirement: 15.85% of pay.

Maine State Government is an Equal Opportunity/Affirmative Action Employer