



CITY OF JERSEY CITY
DEPARTMENT OF ADMINISTRATION
DIVISION OF HUMAN RESOURCES

CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302
P: 201 547 5217



Job Opening
Senior Customer Service Representative

Department: Housing, Economic Development & Commerce

Division: Housing Preservation

Exempt/Non-Exempt: Non-Exempt

Union/Management: Union

Full-Time/Part-Time/Seasonal: Full-Time

Workweek: 37.5 hours per week

Salary: \$39,000 – Based on qualifications and experience. Competitive Jersey City retirement and health benefits packages are available, including pension, dental, medical, prescription, FSA (flexible spending account), life insurance, and more.

The City of Jersey City seeks a qualified, dynamic, and motivated senior customer service representative for the Division of Housing Preservation. The ideal candidate, under limited supervision, will assist with various clerical duties such as processing documents, filing, answering phone calls, sending emails, and other duties depending on the division's needs.

Job Duties:

- Assist in properly identifying properties that require inspections pursuant to P.L. 2021, c.182.
- Assist in the development and implementation of policies and procedures regarding lead-based paint inspections and registries.
- Identify and schedule inspections in all properties related to P.L.2021, c.182.
- Maintain a record of all units where a tenancy turnover has occurred and/or an inspection or re-inspection is required.
- Assists with compliance and monitoring activities (file maintenance, document production, data entry, and tracking).
- Reviews and checks assigned reports, applications, and other documents for corrections and completeness; refers problems to supervisor for resolution.
- Sorts, indexes, and files checks, cash stubs, vouchers, requisitions, and other materials numerically, alphabetically, or according to other predetermined classifications; maintains such files.
- Provides general, routine information in person and over the telephone; refers complicated or non-routine inquiries to appropriate staff.
- Assists and participates in training and/or community outreach activities.
- Prepares routine reports or assists in the preparation of reports by gathering data, tabulating results, and/or preparing simple charts.
- Assists in project coordination with division partners within the City and developers.
- Opens time stamps. Sorts, numbers, distributes mail, and maintains prepared mailing lists.



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- Sorts, indexes, and files checks, cash stubs, vouchers, requisitions, and other materials numerically, alphabetically, or according to other predetermined classifications, and maintains such files.
- Receives applications, documents, forms, and fees; screens, sorts, and assembles this information for further processing.
- Fills in and checks form letters, circulars, and other forms as directed.
- May assist in requisitioning, storing, and distributing office supplies.
- May assist in preparing and verifying payrolls and make simple arithmetic calculations.
- Schedules administrative proceedings; may process requests for scheduling changes.
- Performs other duties as assigned.

**Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.*

Required Educational Background: High School Diploma or GED required.

Preferred Experience: Two (2) years of Clerical or Administrative experience in a fast-paced work environment.

Essential Skills:

- Knowledge of office routines, equipment, and practices after a period of training.
- Ability to comprehend established office routines and department regulations.
- Ability to organize assigned clerical work and develop effective work methods.
- Ability to work effectively with associates, superior officials, and members of the public problems/procedures involved in enforcing relevant sanitary, environmental, and public health laws, rules, and ordinances.
- Ability to sort, index, file, and pull varied types of materials using an established filing system.
- Ability to operate and perform routine maintenance on office machines and other equipment.

This is a Civil Service Job, and you must eventually pass and qualify for the applicable Civil Service title.

To apply for this job with the City of Jersey City, please fill out our [Employment Application](#).

Please note that this role is subject to the residency requirements set forth by NJ First Act.