

EMPLOYMENT OPPORTUNITY
MISSISSIPPI DEPARTMENT OF EDUCATION
359 North West Street
P. O. Box 771
Jackson, Mississippi 39205-0771
Hinds County

POSITION ANNOUNCEMENT

CUSTOMER SERVICE SPECIALIST II
NON-STATE, TIME-LIMITED
OFFICE OF TEACHING AND LEADING
DIVISION OF EDUCATOR LICENSURE
Educator Licensure Call Center Customer Service/Data Entry Specialist

Starting Salary: \$32,282.90

The Mississippi Department of Education (MDE) is seeking to employ Call Center Customer Service/Educator Licensure Data Entry Specialists to assist all prospective and practicing Mississippi Public School educators in obtaining and maintaining standard certification and licensure requirements via the Division of Educator Licensure Call Center.

Additional duties/responsibilities include but are not limited to the following:

- Serve daily in the role of Call Center Customer Service/Data Entry Specialist in the Educator Licensure Call Center,
- Consistently demonstrate excellent communication and interpersonal skills in multiple social and cultural contexts
- Maintain up-to-date knowledge of the educator licensure guidelines adopted by the State Board of Education/State Legislature, standardized licensure assessments required for educators, and other related policies/statutes,
- Assist callers by providing accurate information related to current educator licensure guidelines, licensure application process, pathways to educator licensure, and available resources for obtaining and maintaining a Mississippi educator license,
- Ability to assist with planning the activities of the Educator Licensure Call Center in order to achieve the program and SBE goals and objectives,
- Assist with data analysis process regarding Educator Licensure Call Center activities to improve services rendered,
- Assist with special programs within the Division of Educator Licensure,
- Assist with document data entry responsibilities for supporting materials submitted to the Division of Educator Licensure as part of licensure application packet,
- Assist with developing and implementing day-to-day procedures that ensure continuous improvements in the quality of customer service rendered via Educator Licensure Call Center,
- Assist with providing training and technical assistance for public school districts, nonpublic schools, state agency schools, and SBE governed schools,
- Maintain collaborative relationships and activities with MDE program offices and local school districts, and
- Performs related or similar duties as required or assigned.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

A Bachelor's Degree from an accredited four-year college or university; **AND** two (2) years of directly related experience;

OR

Graduation from a standard four-year high school or equivalent (GED or High School Equivalency Diploma); **AND** six (6) years of experience related to the described duties, of which two (2) years must have been directly related.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED or High school Equivalency Diploma), related education and experience may be substituted on an equal basis; however, there shall be no substitution for the two (2) years of directly related experience.

Applicants for the position must apply online at www.mspb.ms.gov (To inquire about this position, please contact Dr. Cory Murphy at cmurphy@mdek12.org.)

The deadline for application submission is October 20, 2021. Applicants selected for an interview will be contacted by phone or email.