

# #32974 - PROGRAM ASSISTANT II - External

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## LICENSING CUSTOMER SERVICE REPRESENTATIVE(Job Id 32974)

**Location:** US:NH:CONCORD

**Category:** ADMIN SUPPORT

**Employment Type:**

**Post Date:** 08/03/2023

**Close Date:** 09/30/2023

**Salary:** 38,161.500-  
44,713.500 USD

### Description

State of New Hampshire Job Posting

Office of Professional Licensure and Certification

Division of Licensing and Board Administration

7 Eagle Square, Concord NH 03301

LICENSING CUSTOMER SERVICE REPRESENTATIVE

Labor Grade 15

Position # MR021-PAII

MASS RECRUIT - SEVERAL POSITIONS AVAILABLE

The State of New Hampshire, Office of Professional Licensure and Certification, Division of Licensing and Board Administration has a full-time vacancy for a Program Assistant II / Licensing Customer Service Representative.

#### Summary:

To perform paraprofessional duties assisting the New Hampshire Office of Professional Licensure and Certification (OPLC), Bureau of Licensing in the process of evaluating applications and determining eligibility for a wide variety of professional licenses while practicing cross-functional collaborations with like program assistant positions in support of the principal mission of OPLC.

#### MINIMUM QUALIFICATIONS:

**Education:** Associate's degree from a recognized college or technical institute with major study in business administration, accounting, business law, or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in a responsible clerical position, including experience in reviewing and processing customer forms and requests, maintaining paper and electronic files or balancing cash and reports to ensure their accuracy. Each additional year of approved work experience may be substituted for one year of required formal education.

**Preferred Work Traits:** Knowledge of modern office practices, procedures and equipment. Knowledge of basic principles of accounting and office reporting. Ability to understand and follow instructions. Ability to type at a moderate speed. Ability to maintain a filing system. Ability to establish and maintain good working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

#### YOUR EXPERIENCE COUNTS

Under a recent change to the rules, an applicant's relevant experience now counts towards formal education degrees referenced in the posting! *See Per 405.1.*

**18 Months of additional relevant experience = Associate's degree**

**36 Months of additional relevant experience = Bachelor's degree**

**54 Months of additional relevant experience = Master's degree**

**Responsibilities:**

Reviews, evaluates and determines eligibility for individual professional licenses by validating the applications for completeness and correctness (i.e. evaluation of education transcripts; evaluating supervision hours), retrieving and reviewing the results of background checks from the Department of Safety and independently approves/issues licenses to qualified applicants, using a high attention to detail and accuracy, on behalf of OPLC.

Maintain precise and confidential oversight of licensing-related information, records and files for the Bureau, including safeguarding the materials in accordance with Personally Identifiable Information (PII) requirements of the New Hampshire Department of Safety (NHDOS) and the Federal Bureau of Investigations (FBI). Participates in training for the NHDOS Criminal Justice Information Services (CJIS) portal use.

Communicate effectively and professionally with a diverse population, in-person, by phone, or online to assess needs, ask interpretive questions, analyze and anticipate varied needs, including licensing and eligibility issues and administrative rules while simultaneously clarifying policies, procedures, and standards. In critical situations where a license application requires an expedited review determines the type of emergency (i.e. for employment) and assigns appropriate level of priority.

Recommends policy, procedural and/or systematic improvements to assist leadership with decision-making processes and maintains contact with inspectors in the field, providing timely responses and information as needed to perform inspection-related duties.

Analyze and reconcile daily licensing transactions to ensure accuracy of deposits and fees collected and conducts research to ensure payments are properly allocated to the correct record.

Maintains proficiency in rapidly changing rules, policies, and procedures for over fifty sets of administrative rules, complex federal and state policies as it relates to professional licensing to ensure consistent, accurate and timely processing of eligibility determinations.

Provides program guidance, training, and customer service functions by advising and educating licensees, applicants, and other interested parties regarding licensing policies, procedures and regulations; presents information to clarify policies, procedures and standards.

**DISCLAIMER STATEMENT:**The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**For further information please contact Ashley Czechowicz, Administrator III.**

**Email: Ashley.R.Czechowicz@oplcnh.gov Telephone: 603-271-2702**

**TOTAL COMPENSATION INFORMATION**

**The State of NH total compensation package features an outstanding set of employee benefits, including:**

**HMO or POS Medical and Prescription Drug Benefits:**

The actual value of State-paid health benefits is based on the employee's union status, and employee per pay period health benefit contributions will vary depending on the type of plan selected.

**See this link for details on State-paid health benefits:**

[Employee Benefits | NH Dept. of Administrative Services](#)

Value of State's share of Employee's Retirement: 13.85% of pay

**Other Benefits:**

- \* Dental Plan at minimal cost for employees and their families (\$500-\$1800 value)
- \* Flexible Spending healthcare and childcare reimbursement accounts
- \* State defined benefit retirement plan and Deferred Compensation 457(b) plan
- \* Work/life balance flexible schedules, paid holidays and generous leave plan
- \* \$50,000 state-paid life insurance plus additional low-cost group life insurance
- \* Incentive-based Wellness Program (ability to earn up to \$500)

**Total Compensation Statement Worksheet:**

[Total Compensation Calculator | Human Resources | NH Dept. of Administrative Services](#)

**Want the specifics? Explore the Benefits of State Employment on our website:**

[Human Resources | NH Dept. of Administrative Services](#)

[Benefits Summary \(nh.gov\)](#)

EOE

TDD Access: Relay NH 1-800-735-2964