

RAPID HIRE EVENT

October 2, 2018 from 10am-12pm
Taking place at 501 Mountain Road NE, ABQ 87103
For more information call 505-843-1900

The New Mexico Department of Workforce Solutions has immediate openings for full time positions in the Unemployment Insurance Operations Center for Customer Service Agents.

Customer Service Agent (CSA) - Basic

Location: Albuquerque, New Mexico

Pay Band: 50 (\$13.00 per hour)

Hiring for 10 Full Time Positions to Start October 22, 2018

Hours are Monday - Friday 8:00am - 5:00pm

Weekends and Holidays Off

*Spanish speaking preferred but not required



Purpose of the Position:

The CSA- Basic answers inbound calls to respond to questions; provides general Unemployment Insurance (UI) information to callers; conducts UI claims reviews through fact discovery; transcribes and establishes claimant facts; and completes UI intake applications. The CSA must maintain and ensure a confidential and professional working environment by way of keeping claimant and employer information secure.

Minimum Skills, Education, and Experience:

High School Diploma or Equivalency, call center experience preferred, and one (1) year experience in office administration and/or customer service. This position requires excellent communication skills both verbally and in writing.

About the Rapid Hire Event

Preliminary interviews will be conducted on site with key decision makers. This event is taking place at the New Mexico Workforce Connection Center located at 501 Mountain Rd. NE, Albuquerque, NM 87103.

What to Bring

- Updated Resume
- Three professional references
- Proof of right to work in the U.S.



Benefits

- Differential pay for Spanish speakers
- Medical, with several provider options
- Pharmacy
- Dental
- Vision
- Life
- Short- and Long-Term Disability
- Flexible Spending Accounts
- Retirement through the Public Employees Retirement Association
- Paid Annual Leave
- Training and Professional Development
- 10 State-Paid Holidays Each Year
- Free Employee Assistance Program