

## Department of Workforce Solutions - RAPID HIRE EVENT

Thursday, May 4, 2023 • 1pm-4pm

### Unemployment Insurance Call Center Customer Service Agent \$16.48 per hour

**Location: Albuquerque**

Assists in customer service, claims investigation and eligibility determination for a variety of benefits and programs. Carries out administrative functions for a self-insurance pool, unemployment insurance program, government assistance, or workers compensation program.

#### Minimum qualifications:

High School diploma or equivalency and one year experience in claims adjustment and/or investigative experience preferably in the insurance profession. Any additional call center customer service experience in claims taking and/or processing (UI preferably), eligibility determination, identify, troubleshooting and resolving customer complaints and ensuring compliance will substitute for the education and experience.

### Career Transition Specialist \$17.00 per hour

**Location: Albuquerque, Deming and Gallup**

Work involves assisting customers through their transition from unemployment to re-employment, providing assistance and guidance throughout the process. Job development, training, testing and counseling services to enable individuals who are economically disadvantaged, dislocated, or have multiple employment barriers to find gainful and appropriate work. Also performs assistance with Unemployment Insurance applications and ongoing support of claimants.

#### Minimum qualifications:

Minimum Qualifications High School diploma or Equivalency and (2) years of experience in customer service, quality assurance, administrative support, human resources, recruitment and placement, processing personnel transactions or eligibility determination in private or public sector and/or social welfare program.

### About the Rapid Hire Event

Interviews will be conducted on site with key decision makers. This event is taking place at local New Mexico Workforce Connection Centers in Albuquerque, Deming & Gallup.

#### What to bring

- Updated printed Resume
  - Proof of right to work in the U.S.
  - Five professional references
  - School Transcripts
  - Dress Professionally
  - Call Center Telephone Etiquette assessment -preferred\*
- \* Assessment can be taken at your local Workforce Connection office

### Benefits

- Differential pay for Bilingual Speakers
- \*Spanish speaker preferred in Deming
- \*Navajo speaker preferred in Gallup
- Medical, with several provider options
- Pharmacy
- Dental/Vision/Life
- Short- and Long-term Disability
- Retirement through the Public Employees Retirement Association
- Training and Professional Development
- 11 State-Paid Holidays Each Year
- Free Employment Assistance Program

**Rapid Hire event held at the  
New Mexico Workforce  
Connection offices below.**

501 Mountain Rd. NE, ABQ, NM  
2918 E. Hwy 66, Gallup, NM  
322 E. Oak St., Deming, NM