

**Join the New Mexico Department of Workforce Solutions
working from home as a Call Center Operator
starting Monday, November 1, 2021**

Attend a Virtual Hiring Event to learn more and apply!

Wednesday, September 29, 2021 • 3:00pm

Register in advance for the Virtual Hiring Event webinar.

After registering, you will receive a confirmation email with information about joining the webinar.

Position Overview

Location: Albuquerque-area telework

Rate of Pay: \$13.25 per hour

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

Weekends and holidays off

Hiring for multiple temporary positions

**Bilingual candidates encouraged to apply*

Purpose of the Position

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. Must maintain and ensure a confidential and professional working environment by keeping claimant and employer information secure.

Training

Training will be provided in the following areas:

- Using a cloud-based phone, answer incoming calls from Unemployment Insurance claimants
- Process unemployment claim applications and weekly certifications
- Manage and resolve claimant issues
- Identify and escalate issues to supervisors

Requirements

- Available to work Monday-Friday, 8am-5pm
- At least 18 years old
- At least a high school diploma or equivalent
- At least one year of customer service experience
- Proficient in general computer skills
- Must have daily access to reliable internet connectivity
- Must provide **either** proof of COVID-19 vaccination **or** proof of a COVID-19 viral test every week
(Executive Order 2021-046)

Telework Positions

These positions are identified as essential and will be teleworking from home. If selected, NMDWS will provide employees with the equipment needed to work from home. To be considered for teleworking applicants must have the following:

- Dedicated workspace at your residence
- Reliable internet service (*recommended speeds: 2mbps upload, 5mbps download*)
- Able to work uninterrupted during work hours

For the full position description, visit

www.spo.state.nm.us

Click "View Job Opportunities & Apply"
and search for Job Opening ID 119221