



MISSISSIPPI
DEPARTMENT OF
EDUCATION

CAREER OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE II **OFFICE OF TEACHING AND LEADING/EDUCATOR LICENSURE** **STATE SERVICE**

Salary Range: \$26,185.60 - \$39,317.69

Salary will be negotiable and commensurate with experience.

The Mississippi Department of Education is seeking to employ an individual to serve in the position of Customer Service Representative II as an Educator Licensure Data Entry Specialist for the Office of Teaching and Leading Division of Educator Licensure.

RESPONSIBILITIES:

This is level two Customer Service Representative work accountable for assisting with providing customer service that requires knowledge of procedures and processes within a specific area or function. At this level, employees provide information, answers, and guidance using technical knowledge acquired through experience. Performance of work requires the employee to organize their work on a daily or weekly basis and exercise independence and judgment that is greater than lower-level positions.

Responsibilities include but are not limited to the following:

- Serve daily in the role of Data Entry Specialist in the Division of Educator Licensure and assist in its 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 Division of Educator Licensure in order to achieve the program and SBE goals and objectives.
- Assist with data analysis process regarding Educator Licensure activities to improve services rendered.
- Assist with special programs within the Division of Educator Licensure.
- Perform 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 and correspondence, as appropriate.
- 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.
- Performs related or similar duties as required or assigned.



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359 North West Street | Jackson, MS | 39205-0771 | Hinds County | mdek12.org
Mississippi Department of Education is an Equal Opportunity Employer

EXPERIENCE/EDUCATION REQUIREMENTS:

Typically requires High School Diploma or equivalent and 2-4 years of experience.

APPLY

- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: August 6, 2025

BENEFITS

- mdek12.org/OHR/MDE-Employee-Benefits

INQUIRIES

- Tamika Lipsey
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601-359-3513

