



MISSISSIPPI  
DEPARTMENT OF  
EDUCATION

## CAREER OPPORTUNITY

### **CUSTOMER SERVICE REPRESENTATIVE IV** **OFFICE OF TEACHING AND LEADING/EDUCATOR LICENSURE** **NON-STATE; TIME LIMITED**

**Salary Range: \$33,600.00 - \$50,450.41**

Salary will be negotiable and commensurate with experience.

The Mississippi Department of Education is seeking to employ an Educator Licensure Data Entry/Call Center Specialist to assist all prospective and practicing Mississippi Public School educators in obtaining and maintaining standard certification and licensure requirements.

#### **RESPONSIBILITIES:**

**Additional 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.

#### **EXPERIENCE/EDUCATION REQUIREMENTS:**

Typically requires High School Diploma or equivalent and 5-7 years of experience.



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359 North West Street | Jackson, MS | 39205-0771 | Hinds County | [mdek12.org](http://mdek12.org)  
Mississippi Department of Education is an Equal Opportunity Employer

## APPLY

- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: August 5, 2025

## BENEFITS

- [mdek12.org/humanresources/mde-employee-benefits/](https://mdek12.org/humanresources/mde-employee-benefits/)

## INQUIRIES

- Tamika Lipsey  
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601-359-3513

