



MISSISSIPPI
DEPARTMENT OF
EDUCATION

CAREER OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE IV OFFICE OF TEACHING AND LEADING STATE SERVICE

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 individual to serve in the position of Customer Service Representative IV as a Teaching and Leading Logistical Support Specialist for the Office of Teaching and Leading.

RESPONSIBILITIES:

This is the lead vocational-level Customer Service Representative position. Incumbents are seasoned employees who provide research, analysis, and interpretation of rules, policies, procedures, and laws and serve in a liaison role to resolve problems with an agency, corporation, or other entities. At this level, problems are often of a non-routine nature, requiring judgment in determining an appropriate course of action, and increased technical knowledge in order to analyze, interpret, and apply laws and rules, and give information to customers. Employees at this level may contact a public or private entity in response to a customer complaint or request for advice, clarify the disputed issue, research applicable laws and regulations, and negotiate a course of action fair and just to both parties. Employees either independently resolve issues or refer them to a higher authority if necessary. The incumbent may provide work direction to lower-level positions. This position may require specialized training and knowledge.

Responsibilities include but are not limited to the following:

- Assist with stakeholder engagement efforts across the Office of Teaching and Leading (OTL) by coordinating scheduling, meeting spaces, food, and travel.
- Maintain accurate inventory records for OTL assigned office equipment, technology assets, and supplies to ensure proper tracking and accountability.
- Coordinate and execute OTL purchasing activities, including preparing purchase requisitions, tracking orders, and verifying deliveries in accordance with State and MDE procurement guidelines.
- Assist OTL leadership with preparation, processing, and maintaining MDE business travel documentation, including travel authorizations, conference/meeting registration, travel reimbursements, reservations, and itineraries, in compliance with MDE and state travel policies.
- Coordinate OTL communication and documentation related to the Administrative Procedures Act (APA) process, assisting in the preparation, formatting, and submission of proposed policy changes, public notices, and board-approved licensure guidelines.
- Provide logistical and administrative support for OTL sponsored meetings, professional learning offerings, and stakeholder communications.
- Operate with a high level of accuracy and discernment/confidentiality around sensitive information. Work independently within general direction and guidelines yet recognize when to seek assistance.
- Manage timelines and deliverables by compiling meeting minutes, addressing next steps, and calendaring key dates/deadlines as needed to complete projects.

- Maintain positive collaborative relationships and activities with all MDE program offices, educator preparation providers, local school districts, and all other stakeholders.
- Perform other duties as assigned or required.

EXPERIENCE/EDUCATION REQUIREMENTS:

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

APPLY



- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: October 28, 2025

BENEFITS



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

INQUIRIES



- Dr. Cory Murphy
cmurphy@mdek12.org
601-359-3513