



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.

RESPONSIBILITIES:

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

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.

SPECIAL QUALIFICATIONS:

- Assist with data analysis and educator management system maintenance processes regarding Educator Licensure activities to improve services rendered.
- The candidate will serve as a Licensure Specialist/Analyst who will be responsible for processing and reviewing licensure application requests.
- Assist with streamlining and identifying opportunities for growth and development within internal processes.
- The candidate will provide verbal and written guidance to applicants through written, virtual, and telephone consultations daily.
- Consistently demonstrate excellent communication and interpersonal skills in multiple social and cultural contexts.
- Ability to assist with planning the activities of the Division of Educator Licensure in order to achieve the program and SBE goals and objectives.
- Possess and 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 with special programs within the Division of Educator Licensure.
- Maintain collaborative relationships and activities with MDE program offices and local school districts.
- Perform other duties as assigned or required.

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
Mississippi Department of Education is an Equal Opportunity Employer

APPLY

- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: October 27, 2025

BENEFITS

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

INQUIRIES

- Tamika Lipsey
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601-359-3513

