



**State of New Jersey
Board of Public Utilities**

ANTICIPATED JOB VACANCY

JOB POSTING #: 12-15

TITLE: Chief, Bureau of Customer Relations (SES)

SALARY: Commensurate with Experience

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Division of Customer Assistance

GENERAL DESCRIPTION: Reports to the Director, Division of Customer Assistance. Assists in the supervision of field and office work programs involved in preparation and resolution of cases involving investigations of customer complaints, administrative hearings, and/or litigation concerning the character of service, rates, procedures, or facilities. Responsible for final determination on complaints that are investigated by staff and public notification of results. Under the Director conducts investigations of service, billing complaints and other problems that are presented by the public. Evaluates various types of customer complaints and coordinates Board activities with other Divisions charges with the responsibility of regulating utilities. Does related work as required.

REQUIREMENTS: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: Four (4) years of experience with a regulatory agency in the investigation and inspection of services furnished by cable television companies or by electric, gas, water, sewer, or telephone utilities and the adjustment of complaints which shall have included one (1) year of supervisory experience.

Demonstrated managerial skills, including such factors as interpersonal skills, decision-making, problem analysis and creative thinking, administrative judgment, delegation, managerial or financial control, interdepartmental cooperation/liason, development of subordinates and organizational awareness are required.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

OPEN TO THE FOLLOWING: All NJ Residents

NOTE: RESIDENCY LAW: Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the “New Jersey First Act,” which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain principal residence in the State of New Jersey. New Jersey State employees hired prior to September 1, 2011 who transfer from within the Executive Branch or from another State of New Jersey appointing authority without a break in service greater than seven days but who reside outside the State of New Jersey are not required to change their principal residence to New Jersey in order to comply with the act.

The State of New Jersey is an Equal Opportunity Employer.

PLEASE FORWARD RESUMES VIA MAIL OR EMAIL:

NJ Board of Public Utilities
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