



PHIL MURPHY
GOVERNOR

TAHESHA L. WAY
LT. GOVERNOR

State of New Jersey
BOARD OF PUBLIC UTILITIES
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Christine Guhl-Sadovy
President

Dr. Zenon Christodoulou
Commissioner

Marian Abdou
Commissioner

Michael Bange
Commissioner

NOTICE OF VACANCY

POSTING: 08-2025	OPENING DATE: JUNE 6, 2025	CLOSING DATE: JUNE 20, 2025
TITLE: CUSTOMER REPRESENTATIVE TRAINEE, PUBLIC UTILITIES	WORKWEEK: 35 HOURS (NL)	EXISTING VACANCIES: 2
SALARY: \$49,738.97 – \$51,987.70	DIVISION/OFFICE: DIVISION OF CUSTOMER ASSISTANCE	
OPEN TO: GENERAL PUBLIC		
At the New Jersey Board of Public Utilities ("Board"), you will be part of a highly effective and collaborative team working to ensure that safe, adequate, and proper utility services are provided to all members of the public who desire such services.		
GENERAL DESCRIPTION		
Under the close supervision of a Customer Representative 1, Public Utilities or other supervisory officials in a state department or agency, as a trainee and productive worker, investigates utility customer complaints and/or administrative hearings and/or litigation of service, rates, or procedures of facilities; does other related work as required.		
WORK RESPONSIBILITIES		
Receives training in the performance of office and field investigations of a routine nature involving matters affecting utility regulation.		
Receives training in the application of the Board of Public Utilities Rules and Regulations and customer assistance techniques.		
As requested, confers with representatives of utility companies on matters related to the resolution of customer complaints.		
Prepare accurate daily statistical reports of customer complaints.		
As instructed, schedules formal and informal conferences with consumers and utility representatives for resolution.		
Learns to and assists in the preparation of correspondence.		
Responds to customer inquiries and resolves complaints via correspondence, telephone, and email in a timely and compassionate manner.		
Receives training in retrieving BPU overnight messages.		
Will be trained in procedures involving financial assistance and community outreach events. Will attend events and training conferences as needed.		
Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.		
Maintains accurate, up to date and organized records and files.		
REQUIREMENTS		
NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester-hour credits are equal to one (1) year of relevant experience.		
Four (4) years of professional experience as a customer representative in the investigation and inspection of electric, gas, water, sewer, or telephone service, and the adjustment of related customer complaints, or the maintenance of customer equipment, or some combination thereof. OR Possession of a bachelor's degree from an accredited college or university.		

NOTE: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

RESUME NOTE: *Eligibility determination will be based upon information presented on the resume and/or education documents provided. Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.*

GENERAL INFORMATION

BENEFITS: For questions regarding health insurance and other job-related benefits, please direct inquiries to the Office of Human Resources at the email address provided below.

HOURS OF WORK: The hours of work for this position are Monday through Friday from 9:00 a.m. to 5:00 p.m. All No Limit (NL) titles will be required to perform work beyond the stated hours of work as needed, in compliance with applicable collective bargaining agreements and laws.

STATE AS A MODEL EMPLOYER (SAME) APPLICANTS If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. [The SAME program allows candidates, who identify as having a significant disability, to apply for non-competitive and unclassified positions through a fast track hiring process. For more information about the SAME program and the Fast Track Hiring program, please click here](#) if you have any questions, please email, or call the contact as indicated on the job vacancy announcement.

TELEWORK: This position may be eligible to participate in the Department's pilot Telework Program/Policy, which offers eligible employees the opportunity to work remotely up to two (2) days per week, if approved by Management per operational needs, subject to all requirements of the Department's Telework Program/Policy. For questions regarding Telework eligibility, please ask during the interview process if selected for an interview.

WORK AUTHORIZATION: In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment verification forms upon hire. Selected candidates must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship, and Immigration Services Regulations. The State of New Jersey does not provide sponsorships for citizenships or Visas to the United States.

RESIDENCY REQUIREMENTS: The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70) effective September 1, 2011, contains new residency requirements for public officers and employees, unless exempted under the law. Current, new, or prospective employees should be aware of the following: *Effective September 1, 2011, all employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you already work for State or local government as of September 1, 2011, and you do not live in New Jersey, you are not required to move to New Jersey. However, if you begin your office, position or employment on September 1, 2011, or later, you must reside in New Jersey. If you do not reside in New Jersey, you have one year after the date you take your office, position, or employment to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment. For more information, visit: <https://www.nj.gov/labor/research-info/njfirst.shtml>*

APPLICATION INSTRUCTIONS: Qualified candidates are welcome to submit a letter of interest, resume, writing sample, a completed [State of NJ Employment Application](#) and [Personal Relationships Disclosure Form](#) along with your best contact number and email address to: humanresources@bpu.nj.gov

(Subject line must include the specific job posting number)

If you would like to mail your application, you may send it to the following address:

NJ Board of Public Utilities
Office of Human Resources
44 S. Clinton Avenue
P.O. BOX 350
Trenton, NJ 08625

The New Jersey Board of Public Utilities is an Equal Opportunity Employer.