



BOARD OF PUBLIC UTILITIES NOTICE OF VACANCY



POSTING: 48-2026	OPENING DATE: AUGUST 14, 2026	CLOSING DATE: SEPTEMBER 4, 2026
TITLE: DEPUTY DIRECTOR, CUSTOMER ASSISTANCE (GOV. REP. 1/SES)	WORKWEEK: 35 HOURS (NL)	EXISTING VACANCIES: 1
SALARY: \$140,000.00-\$145,000.00	DIVISION/OFFICE: DIVISION OF CUSTOMER ASSISTANCE	

OPEN TO THE PUBLIC

GENERAL DESCRIPTION

Under the supervision of the Executive Director, assists with overseeing and managing the day-to-day operations of the Division's 4 Sections: Bureau of Customer Relations; Bureau of Investigations & Enforcement; Bureau of Research and Analysis and the Energy Programs & Assistance Unit. Facilitates the development of new or proposed revisions of statutes, rules, regulations, administrative orders and codes. Manages the work and development of division staff. Ensure that written and/or verbal complaints are investigated and analyzed in a fair and impartial manner and that all responses are managed in an efficient manner to provide the customer with a timely reply; does other work as required.

WORK RESPONSIBILITIES

Supervises all Division staff. Oversee the planning, organization, and assignment of work within Division. Thoughtfully presents enhancements and/or proposes policy or procedural changes within Division. Supervises the preparation of presentations and agenda related paperwork in support of the Division's positions in order to brief the Commissioners and Senior Staff in connection with Board agenda meetings and presents at Board agenda meetings. Oversees compliance with laws, Board rules, regulations and practices. Supervises the maintenance of records, reports, and files. Interacts with both customers and utilities, to ensure all aspects of the regulations are followed. Has oversight of work related to all aspects of processing consumer complaints, including both informal and formal matters. Oversee projects related to collaborative statewide partnerships related to financial assistance, including the Board's Universal Service Fund program, the Payment Assistance for Gas and Electric program and the Fresh Start program. Oversees Staff monitoring of program administrator performance to ensure adherence to contract deliverables, reporting and memoranda of understandings. Prepares formal recommendations as suggested by the analysis/review of program budgets, legislation, financial and customer assistance programs and protections, performance metrics, and workload. Supports the work of the entire Division and acts as a team member to protect the citizens of the State of New Jersey. Does other related duties as required.

REQUIREMENTS

Possession of a bachelor's degree from an accredited college or university.

Minimum of five (5) to seven (7) years of experience managing customer complaints in the utilities sector; proven leadership experience managing teams and complex workflows, strong understanding of utility regulations, complaint management and customer service best practices in the utility, telecommunication and customer service industry, analytical mindset with experience using data to identify trends and recommend process improvements, three (3) years of which shall have been in a supervisory capacity.

Demonstrated management skills, interpersonal skills, decision-making, problem analysis and creative thinking, administrative judgment, delegation, managerial or financial control, interdepartmental cooperation/liaison, development of subordinates and organizational awareness are required. Good communication skills and leadership skills are necessary.

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: The State of New Jersey offers a variety of employee benefits statewide, including:

- Health and Dental Benefit Plans
- Prescription Drug Plan
- Vision Care Reimbursement
- Deferred Compensation
- 12 Vacation Days, 15 Sick Days, 3 Administrative Leave Days
- 13 Paid Holidays
- Telework available for some positions after 120 days of employment* (*Pursuant to the BPU's policy, procedures, and/or guidelines*)
- Flexible and Health Savings Accounts
- Public Student Loan Forgiveness
- Paid Leave for Military Training

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 Telework Program after 120 days of employment, 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. 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 the 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: Submissions must be received in time to the email address listed below to be considered. **Failure to submit all required documents may result in an ineligibility determination.** Interviews will be granted based on the resume.

If you are qualified, please submit the documents listed below by 4:00 pm on the closing date of this vacancy:

- Cover letter/letter of interest indicating the posting number
- A current resume
- Proof of degree (a copy of your final official/unofficial transcripts and/or foreign degree evaluation)
- Writing Sample
- A complete [State of NJ Employment Application](#) and [Personal Relationships Disclosure Form](#)

All documents must be submitted via email at humanresources@bpu.nj.gov (Subject line must include the specific job posting number).

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