



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

**Paid Internship Opportunity**

**Posting # 20-2019**

**Division:** Division of Customer Assistance

**Number of Positions:** One (1)

**Salary:** \$15.00 per hour

**Work Hours:** 6 hours per week min. – 15 hours per week max.

**General Unit Description:** The Board of Public Utilities Division of Customer Assistance handles verbal and written disputes, interviews and information inquiries. Customers may contact the Division with complaints regarding service delays, lack of service, appliance repairs, discontinuance of service, payment arrangements, high bills, deposit requests, and incurred rates/high rates. Emergency assistance is also available for gas leaks, fallen wires and water main breaks.

**Internship Learning Objectives/Marketable Skills:** The intern will gain valuable research, analysis and investigative writing skills working in the Investigations and Enforcement Unit, as well as valuable insight into issues that impact: the Board's statutory and regulatory obligations under the New Jersey Administrative Code Chapter 3 along with electric, gas, water and telephone utility written/email, when necessary, complaints. The intern will be responsible for handling customer inquiries and complaints (including responding to customers via letter, email or telephone) from intake to resolution interacting with representatives of the utilities, third-party suppliers, staff and other governmental agencies; he/she will also assist in handling inquiries and complaints in the Call Center; and will also become familiar with the processes and procedures of a state regulatory agency. The intern will also learn valuable team work and communication skills as he/she interacts with customers, utilities and agency Staff.

**Estimated Project Duration and Work Schedule:** Spring session, 2-3 days a week with flexible hours. BPU requires that interns work a minimum of 10 weeks with no less than 6 hours per week. In addition, the Spring 2020 internship program will run from January 27, 2020 through May 15, 2020. Extension into the Summer 2020 semester will be taken into consideration.

**To Apply:** Please submit the following to [humanresources@bpu.nj.gov](mailto:humanresources@bpu.nj.gov) by December 6, 2019: resume; brief writing sample; most recent transcript (unofficial copy acceptable); and three references (name and phone number for either professional or educational contacts).

**Note: Interns must be New Jersey Residents or attend a New Jersey college or university.**