



**State of New Jersey
Board of Public Utilities
44 South Clinton Avenue
Trenton, New Jersey 08625**

Paid Internship Opportunity

****This is an in person position****

Division: Division of Customer Assistance

Number of Positions: One (1)

Salary: \$23.00 per hour

Work Hours: 20-28 hours per week

General Unit Description: The Division of Customer Assistance internship program offers an opportunity for students and recent graduates to kick-start their careers in government/social services. The program emphasizes communication skills, administrative skill development, and engagement with local communities. The internship opportunity links social services with customer assistance and day-to-day oversight of government programs and provides a solid foundation to transition into their professional roles after graduation.

Project Description: The Division of Customer Assistance, Bureau of Energy Programs and Assistance Unit seeks one Customer Assistance Intern. The Intern will work with the Customer Assistance Outreach Team as it plans for the upcoming heating season and participates in outreach events statewide. Intern will also assist in administrative tasks of the unit. Tasks will include but not be limited to the following:

What you will do:

- Respond to written and telephonic inquiries from the public regarding utility assistance programs.
- Develop and update program resources that can help identify or meet needs of low-income utility customers in New Jersey.
- Perform research, data collection and analysis on relevant topics, as needed, supporting the Division objectives.
- Assist program Staff on projects such as planning events, data collection, reviewing agenda documents, analyzing reports, budgets, studies, and/or proposed legislation.
- Provide direct outreach and follow-up to program participants.
- Participates in internal and stakeholder meetings.
- Attend various outreach events throughout New Jersey.

What you will learn:

- Gain insight into the structure of New Jersey's energy assistance programs, including:
- Universal Service Fund (USF)
- Fresh Start
- Low Income Home Energy Assistance Program (LIHEAP)
- Payment Assistance for Gas & Electric (PAGE)
- Lifeline
- Learn how to work with a diverse group of stakeholders to deliver government services.
- Learn how to assist residents with resources to prevent utility disconnections.
- Learn how to track performance metrics.
- Learn customer assistance and utility assistance database proficiency.
- Report preparation.
- Learn how to turn a dissatisfied customer into a satisfied customer!

What we'd like to see:

- Strong interest in advocating for New Jersey residents in need.
- Respect toward those seeking our help.
- Excellent writing, editing, communication skills.
- Organizational skills, and ability to meet project deadlines.
- Ability to effectively work in teams and independently.
- Solutions-oriented.
- Proficiency in Teams, Excel, PowerPoint, and Word.

Education/Experience: Recent graduates or current graduate or undergraduate students with at least two (2) years of college experience from an accredited college or university in social work, public administration, public policy, or a related field of study. BPU will work with an educational institution's cooperative education office to enable students to obtain college credit upon request.

Estimated Project Duration and Work Schedule: The NJBPU requires interns to work a minimum of 20-28 hours per week in-person. An extension into the next session will be taken into consideration.

Note: We invite members of all diverse communities to join our workforce as we endeavor to best serve New Jerseyans from every background. We believe that by welcoming differences, encouraging new ideas and views, listening to and learning from each other, and providing opportunities for professional enrichment we are better able to serve those around us.

To Apply: Please submit the following to humanresources@bpu.nj.gov: resume; brief writing sample; most recent transcript (unofficial copy acceptable); Personal Relationships Disclosure Form ([Click Here](#)) and three references (name and phone number for either professional or educational contacts).

In the subject line, please follow the format of "NAME [first last], Semester Year [i.e. Summer 2025], and Division [i.e. Reliability and Security] Intern Application".

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

Visit us at: <https://nj.gov/bpu/>

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