



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

ANTICIPATED JOB VACANCY

JOB POSTING #: 06-19

DATE OF POSTING: January 15, 2019

DATE OF CLOSING: February 5, 2019

TITLE: Agency Services Representative Trainee

SALARY: \$27,925.91

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Office of Cable Television & Telecommunications

GENERAL DESCRIPTION: Under the direction of supervisory officer in the Office of Cable Television and Telecommunications, Board of Public Utilities, learns to perform front-line and behind the scenes customer and other support services involving the review, processing and issuance of agency documents; provides information to customers regarding department/agency programs and services; does other related work as required.

Work Responsibilities:

- Resolve problem areas between Cable Television companies and customers through effective mediation or negotiations.
- Interviews clients, representatives from Cable Television companies, government agencies and other individuals to collect information.
- Prepares and submits progress reports in developing cases and prepares final case reports.
- Answers customer inquiries and complaints by written or digital correspondence, telephone via the toll free complaint line, or in person.
- Enters, updates and prepares/prints reports regarding customer complaints and/or case information into and from the central database system.

- Resolve customer complaints in an effective and expeditious manner.
- Maintain essential records and files.

NOTE: Applicants must be able to read, write, speak, understand, or communicate in Spanish and English sufficiently to perform the duties of this position.

NOTE: Applicants who successfully complete the six (6) month training period will be eligible for promotion to the title of Agency Services Representative 1 or Customer Service Information Specialist 3, in accordance with Civil Service Commission procedures.

OPEN TO THE FOLLOWING: Open to 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.

The State of New Jersey is an Equal Opportunity Employer.

PLEASE FORWARD RESUMES VIA MAIL OR EMAIL TO:

NJ Board of Public Utilities
Office of Human Resources
P.O. BOX 350
Trenton, NJ 08625
humanresources@bpu.nj.gov