



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

**ANTICIPATED JOB VACANCY**

**JOB POSTING #: 02-17**

**DATE OF POSTING:** February 8, 2017

**DATE OF CLOSING:** February 22, 2017

**TITLE:** Customer Representative 3, Public Utilities – **Bilingual in Spanish and English**

**SALARY:** \$45,053.25 – \$63,537.638

**EXISTING VACANCIES:** One (1)

**DIVISION/LOCATION:** Board of Public Utilities  
Office of Cable Television

**GENERAL DESCRIPTION:** Under the direction of supervisory officer in the Office of Cable Television, Board of Public Utilities, does the field and office work involved in the preparation of cases involving the investigation of customers complaints and/or administrative hearings and/or litigation concerning the character of service, rates, procedures or facilities, and performs the office and administrative work required in connection with such complaints; does 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, 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.

**REQUIREMENTS:** Graduation from an accredited college or university with a Bachelor's degree.

**NOTE:** Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

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

**EXPERIENCE:** One (1) year of experience as a customer representative in the investigation and inspection of electric, gas, water, sewer, cable television or telephone service and the adjustment of related customer complaints, or the maintenance of customer equipment, or some combination thereof.

**OPEN TO THE FOLLOWING:** Open to current State of NJ Employees serving in a permanent capacity who meets the requirements stated above.

**The State of New Jersey is an Equal Opportunity Employer.**

**PLEASE FORWARD RESUMES VIA MAIL OR EMAIL:**

NJ Board of Public Utilities  
Office of Human Resources  
44 S. Clinton Avenue  
P.O. BOX 350  
Trenton, NJ 08625  
[humanresources@bpu.nj.gov](mailto:humanresources@bpu.nj.gov)