



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

ANTICIPATED JOB VACANCY

JOB POSTING #: 06-16

DATE OF POSTING: January 25, 2016

DATE OF CLOSING: February 12, 2016

TITLE: Agency Services Representative Trainee

SALARY: \$26,841.51

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Division of Customer Assistance

GENERAL DESCRIPTION: Under the very close supervision of a supervisory official in a state department, agency, or institution, 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:

- Requests information from customers to determine their needs.
- Learns to compose basic correspondence in response to in-person or phone requests from customers or others.
- Greets customers and answers telephone inquiries; refers the more complex and/or difficult inquiries to a senior level staff member.
- Provides information to customers regarding department/agency programs and services.
- Maintain essential records and files.

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. New Jersey State employees hired prior to September 1, 2011 who transfer from within the Executive Branch or from another State of New Jersey appointing authority without a break in service greater than seven days but who reside outside the State of New Jersey are not required to change their principal residence to New Jersey in order to comply with the act.

The State of New Jersey is an Equal Opportunity Employer.

PLEASE FORWARD RESUMES VIA MAIL OR EMAIL:

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