



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

**ANTICIPATED JOB VACANCY
REPOSTED**

JOB POSTING #: 13-16

DATE OF POSTING: January 25, 2016

DATE OF CLOSING: February 12, 2016

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

SALARY: \$45,053.25 – \$63,537.63

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Division 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 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.

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

EXPERIENCE: Three (3) years of experience as a customer representative in a public or private agency in the investigation and inspection of electric, gas, water, sewer, cable television or telephone service and the adjustment of related customer complaints, one (1) year of which shall have been in a supervisory capacity.

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.

NOTE: A Master's degree in Business Administration, Public Administration, Psychology, Sociology or related field may be substituted for one (1) year of the indicated experience.

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

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:

NJ Board of Public Utilities
Office of Human Resources
44 S. Clinton Avenue
P.O. BOX 350
Trenton, NJ 08625
HumanResources@bpu.state.nj.us

****Applicants who previously applied to anticipated job vacancy 22-15 need not reapply.****