



PHIL MURPHY
GOVERNOR

TAHESHA L. WAY
LT. GOVERNOR

State of New Jersey
BOARD OF PUBLIC UTILITIES
44 South Clinton Avenue
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/
(609)777-3300

Christine Guhl-Sadovy
President

Dr. Zenon Christodoulou
Commissioner

Marian Abdou
Commissioner

Michael Bange
Commissioner

NOTICE OF VACANCY

POSTING: 18-2025	OPENING DATE: JULY 11, 2025	CLOSING DATE: JULY 25, 2025
TITLE: CUSTOMER REPRESENTATIVE TRAINEE, PUBLIC UTILITIES	WORKWEEK: 35 HOURS (35)	EXISTING VACANCIES: 1
SALARY: \$49,738.97 – \$51,987.70	DIVISION/OFFICE: OFFICE OF CABLE TELEVISION & TELECOMMUNICATIONS (OCTV&T)	
OPEN TO: GENERAL PUBLIC		
At the New Jersey Board of Public Utilities ("Board"), you will be part of a highly effective and collaborative team working to ensure that safe, adequate, and proper utility services are provided to all members of the public who desire such services.		
GENERAL DESCRIPTION		
Under the direction of a supervisory position 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		
Answers customer complaints and inquiries regarding cable television service via telephone using the toll-free complaint line, written or digital correspondence or in person. Assists in resolution of complaints in an effective and expeditious manner, acting as liaison between Cable Television companies and customers. Collects necessary information from customers, Cable Television company representatives, government agencies and other individuals as needed to assist in investigations of complex complaints and resolution of problem areas between Cable Television companies and customers. Monitor compliance of Cable Television companies with Federal and State customer service rules and regulations. Enters, updates and prepares/prints reports regarding customer complaints and/or case information into and from the central database system. Maintain essential records and files.		
REQUIREMENTS		
NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester-hour credits are equal to one (1) year of relevant experience.		
Four (4) years of professional experience as a customer representative in the investigation and inspection of electric, gas, water, sewer, or telephone service, and the adjustment of related customer complaints, or the maintenance of customer equipment, or some combination thereof OR possession of a bachelor's degree from an accredited college or university.		
NOTE: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.		
ADVANCEMENT: Appointees who successfully complete the twelve (12) month training period will be eligible for advancement to the title(s) for which they have been trained: Customer Representative 3, Public Utilities or Customer Representative 3, Public Utilities, Bilingual in Spanish & English. The inability of an employee in this title to attain a level of performance warranting advancement to the title listed above shall be considered as cause for separation.		
RESUME NOTE: Eligibility determination will be based upon information presented on the resume and/or education documents provided. Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.		

GENERAL INFORMATION

BENEFITS: The State of New Jersey offers a variety of employee benefits statewide, including:

- Health and Dental Benefit Plans
- Prescription Drug Plan
- Vision Care Reimbursement
- Deferred Compensation
- 12 Vacation Days, 15 Sick Days, 3 Administrative Leave Days
- 13 Paid Holidays
- Telework available for some positions*
- Flexible and Health Savings Accounts
- Public Student Loan Forgiveness
- Paid Leave for Military Training
- Alternate Work Week (AWP) available for some positions*

Pursuant to the BPU's policy, procedures, and/or guidelines.

HOURS OF WORK: The hours of work for this position are Monday through Friday from 9:00 a.m. to 5:00 p.m. All No Limit (NL) titles will be required to perform work beyond the stated hours of work as needed, in compliance with applicable collective bargaining agreements and laws.

STATE AS A MODEL EMPLOYER (SAME) APPLICANTS If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. [The SAME program allows candidates, who identify as having a significant disability, to apply for non-competitive and unclassified positions through a fast track hiring process. For more information about the SAME program and the Fast Track Hiring program, please click here](#) if you have any questions, please email, or call the contact as indicated on the job vacancy announcement.

TELEWORK: This position may be eligible to participate in the Department's pilot Telework Program/Policy, which offers eligible employees the opportunity to work remotely up to two (2) days per week, if approved by Management per operational needs, subject to all requirements of the Department's Telework Program/Policy. For questions regarding Telework eligibility, please ask during the interview process if selected for an interview.

WORK AUTHORIZATION: In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment verification forms upon hire. Selected candidates must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship, and Immigration Services Regulations. The State of New Jersey does not provide sponsorships for citizenships or Visas to the United States.

RESIDENCY REQUIREMENTS: The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70) effective September 1, 2011, contains new residency requirements for public officers and employees, unless exempted under the law. Current, new, or prospective employees should be aware of the following: *Effective September 1, 2011, all employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you already work for State or local government as of September 1, 2011, and you do not live in New Jersey, you are not required to move to New Jersey. However, if you begin your office, position or employment on September 1, 2011, or later, you must reside in New Jersey. If you do not reside in New Jersey, you have one year after the date you take your office, position, or employment to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment. For more information, visit: <https://www.nj.gov/labor/research-info/njfirst.shtml>*

APPLICATION INSTRUCTIONS: Qualified candidates are welcome to submit a letter of interest, resume, writing sample, a completed [State of NJ Employment Application](#) and [Personal Relationships Disclosure Form](#) along with your best contact number and email address to: humanresources@bpu.nj.gov (Subject line must include the specific job posting number).