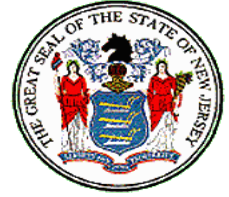




BOARD OF PUBLIC UTILITIES NOTICE OF VACANCY



POSTING: 38-2026	OPENING DATE: JUNE 16, 2026	CLOSING DATE: JULY 10, 2026
TITLE: CUSTOMER REPRESENTATIVE TRAINEE, PUBLIC UTILITIES	WORKWEEK: 35 HOURS (35)	EXISTING VACANCIES: 2
SALARY: \$51,479.83 - \$53,807.27	DIVISION/OFFICE: DIVISION OF CUSTOMER ASSISTANCE	

OPEN TO THE PUBLIC

GENERAL DESCRIPTION

Under the close supervision of a Customer Representative 1, Public Utilities or other supervisory official in a state department or agency, as a trainee and productive worker, investigates utility customer complaints and/or administrative hearings and/or litigation of service, rates, or procedures of facilities; does other related work as required.

WORK RESPONSIBILITIES

As a trainee and productive worker, receives training in the performance of office and field investigations of a routine nature involving matters affecting utility regulation. Receives training in the application of Board of Public Utilities Rules and Regulations and customer assistance techniques. As instructed, confer with representatives of utility companies on matters related to the resolution of customer complaints. Prepare accurate daily statistical reports of customer complaints. As instructed, schedule formal and informal conferences with consumers and utility representatives for resolution. Learns to and assists in the preparation of correspondence. Responds to customer inquiries and resolves complaints via correspondence, telephone, and email in a timely and compassionate manner. Receives training in retrieving BPU overnight messages. Maintains accurate, up-to-date, and organized records and files. Will be trained in procedures involving financial assistance and community outreach events. Will attend events and training conferences as needed. Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

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.

RESUME NOTE: Eligibility determinations will be based upon information presented in resume and proof of degree submitted. Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency.

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 after 120 days of employment* (*Pursuant to the BPU's policy, procedures, and/or guidelines*)
- Flexible and Health Savings Accounts
- Public Student Loan Forgiveness
- Paid Leave for Military Training

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 Telework Program after 120 days of employment, 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. 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 the 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: Submissions must be received in time to the email address listed below to be considered. **Failure to submit all required documents may result in an ineligibility determination.** Interviews will be granted based on the resume.

If you are qualified, please submit the documents listed below by 4:00 pm on the closing date of this vacancy:

- Cover letter/letter of interest indicating the posting number
- A current resume
- Proof of degree (a copy of your final official/unofficial transcripts and/or foreign degree evaluation)
- Writing Sample
- A complete [State of NJ Employment Application](#) and [Personal Relationships Disclosure Form](#)

All documents must be submitted via email at humanresources@bpu.nj.gov (Subject line must include the specific job posting number).

The New Jersey Board of Public Utilities is an Equal Opportunity Employer.