ANTICIPATED JOB VACANCY

JOB POSTING #: 14-19

DATE OF POSTING: August 13, 2019

DATE OF CLOSING: August 27, 2019

TITLE: Customer Representative 2, Public Utilities

SALARY: $53,611.76 – $75,900.80

EXISTING VACANCIES: One (1)

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

GENERAL DESCRIPTION: Under the direction of supervisory officer in the Division of Customer Assistance, Bureau of Investigations does the field and office investigations involving utility customer complaints, TPS complaints, and/or administrative hearings, and/or litigation concerning the character of service, rates, or procedures of facilities, and performs the office and administrative work associated with such complaints; does related work as required.

Work Responsibilities:

- Resolve problem areas between utilities and customers through effective mediation or negotiations.

- Interviews clients, representatives from utilities, 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.

- Resolve customer complaints in an effective and expeditious manner.
• Investigates written electric, natural gas, telephone and water complaints of a complex nature concerning a variety of utility related matters affecting the customers.

• Responsible for reviewing all incoming written and email correspondences that the Bureau receives. Obtain the necessary information to process and close complaints.

• As assigned, when required, answer incoming calls to the Call Center to assist customers with various complaints and inquiries regarding utility service issues and determine if there is a valid complaint or provide information to the customer. Obtain the necessary information to enter and process a complaint.

• When necessary, assist Customer Reps of a lower title in the handling and processing of written, email and verbal utility complaints as well as alleged slamming complaints.

• Maintain essential records and files.

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

EXPERIENCE: Two (2) years of 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.

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.

OPEN TO THE FOLLOWING: Open to current BPU 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 TO:

NJ Board of Public Utilities
Office of Human Resources
44 S. Clinton Avenue
Trenton, NJ 08625
humanresources@bpu.nj.gov