ANTICIPATED JOB VACANCY

JOB POSTING #: 13-19

DATE OF POSTING: August 13, 2019

DATE OF CLOSING: August 27, 2019

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

*Please see the bilingual requirements below*

SALARY: $46,873.41 – $66,104.43

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Office of Cable Television & Telecommunications

GENERAL DESCRIPTION: Under the direction of supervisory officer in the Office of Cable Television and Telecommunications, Board of Public Utilities, does the field and office work involved in the intake and investigation of customer inquiries and complaints against Cable TV providers; Assists in the preparation of cases involving administrative hearings and/or litigation concerning the character of service, rates, procedures or facilities; performs the office and administrative work required in connection with such complaints; does related work as required.

Work Responsibilities:

- Answers customer inquiries and complaints primarily via the toll free complaint telephone line, also by digital or written correspondence, or in person.
- 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.

- 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.

**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.

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

**EXPERIENCE:** One (1) year of experience as a customer service representative in the investigation of customer complaints.

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

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

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