



STATE OF NEW JERSEY

In the Matter of Customer
Representative Trainee, Public
Utilities

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

CSC Docket No. 2025-1076

Reallocation to Noncompetitive
Division

ISSUED: December 18, 2024 (SLK)

The Division of Agency Services (Agency Services) requests the reactivation of the Customer Representative Trainee, Public Utilities title in the non-competitive division of the career service in accordance with *N.J.A.C. 4A:3-1.2*.¹

By way of background, the Board of Public Utilities (BPU) requests the reactivation of the Customer Representative Trainee, Public Utilities (P95-56781) title. The BPU has a need to reestablish a trainee level within the Customer Representative, Public Utilities series. Positions in this class receive on-the-job training while assisting in the performance of office and/or field investigations involving matters affecting utility regulation and usage. The reactivation of this title will enable the BPU to train employees in work specific to the unit and advance them to the journeyman level, Customer Representative 3, Public Utilities (P18-56777), upon successful completion of the one-year training period. Further, the department requests that the trainee level be reassigned to the noncompetitive division of the

¹ It is not necessary for the Civil Service Commission (Commission) to formally act on Agency Services' establishment of a title, whether it be for a new title or the reactivation of a prior title with specification changes, since these functions have specifically been delegated to the Chairperson of the Commission or the designee by *N.J.A.C. 4A:3-3.3*, which, in this case, is Agency Services. See *e.g., In re Changes in the State Classification Plan*, 460 *N.J. Super.* 358 (App. Div. 2019). However, *N.J.A.C. 4A:3-1.2(c)* specifically requires the Commission to determine if a title should be placed in the noncompetitive division of the career service.

career services pursuant to *N.J.A.C.* 4A:3-1.2(c). It is Agency Services' opinion that competitive testing in this title is not practicable due the knowledge, skills, and abilities associated with the job as this is an entry-level trainee title which is intended to provide on-the-job training. The knowledge, skills, and abilities associated with this title are essentially learned on the job.

Agency Services indicates that a job specification has been developed to accommodate this request. Additionally, it advises that it has provided notice and the opportunity to review the proposal to all collective negotiations units and all articulated issues have been reviewed and resolved. Finally, Agency Services requests that the changes specified become effective beginning on the first pay period following Commission approval of these actions.

CONCLUSION

N.J.A.C. 4A:3-3.3(a) provides that the Chairperson or designee shall implement and administer the classification plans. *N.J.A.C.* 4A:3-3.7(a) provides that trainee, apprentice, recruit, and intern titles may be established in State and local services to provide for entry level employment. *N.J.A.C.* 4A:3-1.2(a) states that the Commission shall allocate and reallocate career service titles between the competitive and non-competitive divisions. *N.J.A.C.* 4A:3-1.2(c) states that a job title may be placed in the non-competitive division on an ongoing or interim basis when it is determined that competitive testing is not practicable due to the nature of the knowledge, skills, and abilities associated with the job.

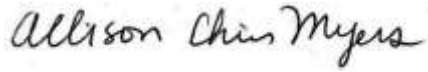
Based on the foregoing, ample reasons exist to reactivate the title of Customer Representative Trainee, Public Utilities and reallocate this title to the non-competitive division of the career service. In this regard, the Customer Representative Trainee, Public Utilities has no experience requirements as the skills required to perform the job are gained through on-the-job training. Given the lack of an experience requirement, competitive testing is not practicable since the knowledge, skills and abilities associated with this title are evaluated during the mandatory training period. In this regard, appointees would be required to complete both a 12-month training period as well as the required four-month working test period prior to attaining permanent status.

ORDER

Therefore, it is ordered that this request be granted, and the title of Customer Representative Trainee, Public Utilities be reactivated and allocated to the non-competitive division of the career service. This action shall be effective the beginning of the first pay period following the issue date of this decision.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 18TH DAY OF DECEMBER, 2024



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