



New Jersey Board of Public Utilities

44 South Clinton Avenue
P.O. BOX 350
Trenton, NJ 08625



NOTICE OF VACANCY

****This position may be eligible for telework up to two days per week****

POSTING NO.: 17-2023

EXISTING VACANCIES: One (1)

TITLE: Agency Services Representative
Trainee

OPENING DATE: March 2, 2023

CLOSING DATE: March 23, 2023

SALARY: \$30,227.90

DIVISION/LOCATION: Office of Cable
Television & Telecommunications

WORKWEEK: 35 hours (35)

The Board of Public Utilities is a great place to work

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 by telephone via 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: Preference will be given to candidates that are bilingual in English and Spanish.

PROMOTION: Applicants who successfully complete the six (6) month training period will be eligible for promotion to the title of Agency Services Representative 1.

RESUME NOTE: Eligibility determinations will be based upon information presented in resume submitted.

OPEN TO THE FOLLOWING: Open to New Jersey residents.

RESIDENCY LAW: Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the “New Jersey First Act,” which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain principal residence in the State of New Jersey.

WORK AUTHORIZATION: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations.

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. For more information on the SAME Program visit the following website at: <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov or call at 833-691-0404.

HOW TO APPLY: Interested applicants should submit a letter of interest, resume, writing sample, a copy of the college transcript/diploma indicating the date the degree was conferred, if applicable, the State of New Jersey Employment Application and the Personal Relationships Disclosure Form ([Click Here](#)). Please make sure to include the posting number in the subject line via email. All documents must be submitted by the closing date shown above to the following:

**NJ Board of Public Utilities
Office of Human Resources
44 South Clinton Avenue
P.O. BOX 350
Trenton, NJ 08625
humanresources@bpu.nj.gov**

Visit us at <https://nj.gov/bpu/>

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