ANTICIPATED JOB VACANCY

JOB POSTING #: 07-2020

DATE OF POSTING:  February 4, 2020

DATE OF CLOSING:  February 18, 2020

TITLE:  Agency Services Representative 3

SALARY:  $40,079.44 – $56,215.45

EXISTING VACANCIES:  One (1)

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

GENERAL DESCRIPTION:  Under general supervision within the Division of Customer Assistance, Board of Public Utilities, provides front-line and behind the scenes customer and other support services involving the review, processing and issuance of agency documents; provides specialized information to customers regarding department/agency programs and services; handles the more complex and/or sensitive customer issues, requests and complaints; does other related work as required.

Work Responsibilities:

- Performs field and office investigations involving utility customer complaints.
- Contributes with administrative hearings, litigation concerning the character of billing, service, rates, or procedures of facilities, and correspondingly performs the office and administrative work associated with such complaints; does related work as required.
- Effectively answers customer inquiries by correspondence, telephone, or in person to determine nature of assistance needed and provide information on assistance programs.
- Effectively resolves customer complaints in an expeditious manner between utilities and customers, through effective mediation and/or negotiations.
• Arranges for payments of delinquent utility bills in order to restore or prevent discontinuance of service to delinquent customers. Interviews clients, representatives from utilities, and other individuals to collect necessary information and refer the more complex cases to higher level representatives.

• Acts as back-up for email complaint retrieval and analysis for distribution and resolution.

• Preparers and submits progress reports in emergent cases and as directed, prepares final case reports.

• Assists Customer Representatives of higher grade in some of the detailed phases of more complex cases.

• Provide technical assistance in the input, processing and resolution of complaints via the BPU INFOSHARE database.

• Effectively provides customer with clarification and guidelines with the completion of formal petition instructions.

• Assists with the maintenance of formal petition status report and associated files. Also performs the duty of maintaining essential formal petition records.

EXPERIENCE: Three (3) years of experience providing information and support to customers or clients, responding to technical inquiries and/or complaints regarding products, services or programs, or collecting payments in a government or office setting.

OPEN TO THE FOLLOWING: Open to BPU employees who are serving in a permanent capacity for an aggregate of at least one (1) year in any competitive title, preceding the posting date and must meet 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
P.O. BOX 350
Trenton, NJ 08625
humanresources@bpu.nj.gov