

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV35092</b>
<b>Job Class Code:</b>	<b>510</b>	<b>Salary Schedule:</b>	<b>ASRRCONSU</b>
<b>EEO Category:</b>	<b>02</b>	<b>Grade:</b>	<b>18</b>
<b>Workers Comp Code:</b>	<b>8810</b>		

<b>Job Code Established:</b>	<b>11/01/88</b>	<b>Effective Date:</b>	<b>11/01/88</b>
<b>Job Code Revised:</b>	<b>01/01/94</b>	<b>Effective Date:</b>	

**JOB CODE SERIES:** Regulation of Corporations

**JOB CODE TITLE:** CONSUMER SERVICE SPECIALIST II

**HRIS TITLE:** CNSMR SVC SPCT II

**CHARACTERISTICS OF THE CLASS:** Works under general supervision of a Consumer Service Supervisor. Has the authority to respond to and mediate complex disputes; test and determine accuracy of water meters; plan, develop and oversee the Small Water Utility Assistance program within established guidelines; research and interpret difficult laws and rules. Reviews and investigates complex consumer complaints regarding services from privately owned utilities; researches and interprets laws and rules; interviews and mediates complex and sensitive disputes; plans, develops and oversees the Small Water Assistance program including the testing of meters; conducts public comment meetings and workshops regarding utilities' services and commission's policies and rules; leads and trains lower level staff. Responsible for responding to complaints in a timely, efficient and courteous manner; maintaining a positive image and relationship with consumers and regulated industries; reports that are accurate and timely; leading and training subordinate staff; serving as program coordinator for Small Water Utility Assistant program. Work product consists of consumer complaints resolved or referred to higher review; reports, including recommendations, prepared and submitted.

**EXAMPLES OF DUTIES:** Interviews complainants and others relating to reported consumer regulated entity disputes; examines evidence; determines if a violation has occurred; recommends action. Confers with representatives of regulated entities to acquire information needed for immediate determinations or decisions. Confers with consumers and advises them regarding their complaints. Confers with representatives of regulated entities regarding their practices. Participates in, or assists, superior in mediation/negotiation relating to agency regulations, compliance, complaints and grievances; assists in adjudicating disputes and recommends penalties. Writes detailed reports based on research, analysis, and evaluation of data pertaining to specific consumer complaints, involving application of highly specialized knowledge and makes recommendation for actions to be taken or resolution of problems. Gives and receives information requiring considerable judgment and authority regarding current and specific business of the work unit by telephone or direct contact. Composes correspondence dealing with subject matter in ways that call for considerable discretion and involve some judgment or negotiation, replying to inquiries, presenting or requesting information. Reads and interprets State and agency statutes, rules and regulations in order to prepare reports or utilize in work activities. Explains agency policies, practices and procedures to consumers, complainants, regulated entity representatives. Attends meetings of agency governing commission, supplying information as requested. Testifies at administrative hearings as official witness. Attends professional meetings, conferences, seminars; gives and receives information helpful in work system operation. Confers with superior, presenting and resolving difficult problems or questions, discussing plans and actions to be taken, making decisions. Compiles information for and writes periodic reports of own work activities. Drives automobile to various locations throughout the State, carrying out business of the work system. Devises a schedule for self and, as assigned, subordinates on a periodic basis. Performs related work as required.

**WORK CONDITIONS:** As required, travel throughout the State with overnight stays; long hours of concentrated research and meetings to resolve difficult and sensitive disputes.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:** State and agency statutes, rules and regulations governing tariffs and operating procedures of utilities; business practices and procedures as they apply to rates, increases and seasonal usages and adjustments; techniques and methods of dispute mediation; techniques and methods of preliminary investigative practices as they apply to interviewing and gathering information; the principles and practices of work leadership and training.

**Skill/Ability to:** applying and interpreting State and agency statutes, rules and regulations governing rates/tariffs and operating procedures of regulated industries; interpreting the practices and procedures of regulated industries as they apply to rates, increases and seasonal usages and adjustments; applying the techniques and methods of mediation; interviewing to gather information; oral and written communications; interpersonal relationships; the techniques of work leadership and training. One year of experience equivalent to a Consumer Service Specialist I. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.