

Position Summary: Under the general supervision and direction of the Division Administrator of the Division of Water, Compliance and Consumer Affairs (DWCCA), this position's primary responsibilities are to provide professional-level administrative and program support services to DWCCA's Core Management Team (CMT) and staff.

This position provides program support, processes water rate cases, conducts analytical reviews of annual financial reports, tracks DWCCA staff travel and training expenditures, provides general clerical services, edits documents and letters, and provides receptionist duties for the division. In addition, this position assigns consumer complaints from utility customers to appropriate Public Service Commission staff, and responds directly to certain types of customer contacts. The program support duties require the individual to have general knowledge of the division's programs and services, such as: the automated Customer Contact System, Utility Name File, Electronic Regulatory Filing, Case Management System, and Document Locator. The ability to independently analyze financial documents is also required. The individual must have document production and editing skills using his/her personal computer. This position will perform confidential work, related to HR matters, discussions with management, and hiring/recruitment. The person in this position will apply the principles of teamwork in daily interactions with all agency staff.

% Time Goals and Worker Activities

- 40% A. Provide professional support services to the DWCCA Core Management Team (CMT) and staff.
- A1. Make arrangements for meetings, including scheduling, materials preparation, and travel arrangements. Schedule division's facilities usage.
 - A2. Attend Division and work unit staff meetings. Prepare agendas and materials, as requested by the CMT.
 - A3. Maintain extensive knowledge of the current IT systems used to perform the work of DWCCA, including, but not limited to, the: Customer Contact System (CCS), current word processing system (MSOffice), Electronic Regulatory Filing system (ERF), Case Management System (CMS), Document Locator (DL) and Utility Name File (UNF).
 - A4. Edit letters, memos, notices, orders, testimony, reports, formal documents for open meeting agenda, and statistical reports for clarity, grammar, spelling, and proper format in compliance with the Gregg Reference Manual and with PSC document standards. Prepare mailings. Convert files to PDF and upload to ERF as appropriate. Fax materials upon request.
 - A5. Coordinate the travel and training budget for DWCCA and monitor expenses throughout the fiscal year. Compile staff requests for training and travel for the upcoming fiscal year and prepare a spreadsheet of these requests with information regarding dates, sponsors, expenses, and other information identified by the CMT. Make edits to the spreadsheet as requested by the CMT. Once the fiscal year begins, provide the CMT with monthly updates as to projected versus actual training and travel expenses.
 - A6. Serve as the DWCCA contact regarding administrative matters related to personnel and human resources. Work with Commission colleagues (and DOA staff, when necessary) regarding the recruitment, hiring and training of new DWCCA staff on behalf of the CMT. Schedule performance evaluations for the CMT with their staff in compliance with deadlines. Ensure documents related to SMART goals and performance evaluations are distributed and filed in accordance with DWCCA and Commission policies and procedures.
 - A7. Answer the DWCCA primary phone line. Direct phone calls from consumers, utilities, external and internal stakeholders according to DWCCA protocol.

- A8. Provide training and support to DWCCA staff in the use of Microsoft Office software and Document Locator. Serve as a member of the Commission's E-Paper Team.
- A9. Work with case coordinators to develop and maintain mailing lists and distribute filings and other documents to appropriate staff.
- A10. Work on special projects as directed by Assistant Administrators that result from the operation of various programs.
- A11. Serve as a back-up to the third-floor receptionist. As scheduled, provide telephone duties and customer services for the staff and visitors of the Commission. Attend training as needed.
- A12. Prioritize individual workload to achieve timely turnaround.

35% B. Work with the Assistant Administrators and water staff in the administration of programs in the work unit; including the processing and tracking of utility applications to increase water and/or sewer rates, reviewing and tracking annual report information, editing correspondence, compiling data and other projects as assigned.

- B1. Upon receipt of a rate case application request, prepare and email application to utility for completion and prepare documents for the Assistant Administrator, including extracting the Rate Case Tool.
- B2. Assign staff to rate cases in CMS as directed by Assistant Administrator.
- B3. Coordinate the Simplified Rate Case (SRC) process, including: maintaining ownership of Document Locator workflow to coordinate the multiple steps involved in the completion of SRCs, completing SRC applications efficiently and accurately, ensuring the utility applicant is eligible for the SRC process, preparing and editing draft orders and tariff sheets, and answering utility inquiries.
- B4. Make final edits to water rate case exhibits, notices, and orders.
- B5. Prepare rate implementation letter and tariff files for water rate increases for review by the Case Coordinator. Convert to pdf and e-mail to the utility for posting and filing.
- B6. Maintain water tariff files, both physical and electronic. Finalize tariffs, by updating amendment file number, and inserting updated rate sheets. Purge tariff files in accordance with the applicable records disposal authorizations.
- B7. Work with water audit staff to review and analyze annual financial reports. Communicate with utilities by telephone, letter and/or email regarding annual reports to verify reported data, correct errors, provide technical assistance, and prepare follow-up correspondence identifying missing or incorrect annual report information. Complete file maintenance to ensure the correct data is reported. Respond to informal requests for information from internal and external customers regarding annual reports. Refer reports that contain incomplete or inaccurate data for appropriate follow-up to water audit staff and/or CMT.
- B8. Assist water staff in compiling and organizing data related to conservation, rate cases and annual report information.
- B9. Coordinate and disseminate to utilities water loss correspondence via mail merge annually.
- B10. Assist staff with letters to utilities regarding financial viability.

B11. Develop, recommend, review and implement process improvements for managing water tariffs in compliance with commission policies and procedures.

B12. Assist audit staff with development of processes and procedures.

20% C. Work with the Assistant Administrators and consumer affairs staff in the administration of programs in the work unit; including customer contact assignments and tracking, drafting and editing correspondence, preparing reports, and other projects as assigned.

C1. Independently determine the importance of customer calls, customer correspondence, web contacts, etc. Identify specific areas of inquiry and if necessary, reply directly or forward to the appropriate state/federal agency or Commission staff.

C2. Enter new customer contacts and utility inquiries in the Customer Contact System (CCS) per DWCCA protocol. Check CCS for web complaints and the DWCCA and consumer affairs voicemail systems at multiple times during the day for new customer contacts and enter these contacts into CCS.

C3. Assign to consumer affairs staff all customer contacts and utility inquires per the rotation schedule established by the Assistant Administrator.

C4. Make final edits, print and mail correspondence to utility customers using CCS and the work unit protocol. Ensure consumer affairs staff receive copies of edited letters and that all correspondence is tracked in CCS.

C5. Prepare documents related to Open Records Requests for customer information, in consultation with the Commission's Chief Legal Counsel and Assistant Administrator for Consumer Affairs.

C6. Coordinate and monitor requests for Formal Review of complaints to be heard by the Commission. Ensure documents are reviewed in the workflow timely so deadlines are met. Follow all DWCCA support staff policy and procedure for handling requests for Formal Review of complaints.

C7. Send weekly, monthly, quarterly and annual complaint reports to utilities via email.

C8. Take ownership of customer contacts that are not within the Commission's jurisdiction. These are customer contacts received when processing mail, web contacts and voice mails. The contact should be entered in CCS according to the DWCCA protocol and the appropriate letter mailed in a timely manner.

5% D. Maintain and continue professional development.

D1. Participate in training sessions, web-based training, and formal and informal educational programs to further develop skills, knowledge and techniques related to the position.

D2. Examine current periodicals and publications to expand knowledge of new technology and trends in program and office management areas.

KNOWLEDGE, SKILLS AND ABILITY STATEMENTS

1. Knowledge of the policies and procedures of the Commission and the Division of Water, Compliance and Consumer Affairs
2. Knowledge of current regulatory issues assigned to DWCCA.
3. Knowledge of the Commission's data sources (e.g., annual reports, division technical files, etc.).

4. Knowledge of terms and acronyms used by division staff, utilities, and associated industries.
5. Knowledge of and proficiency in Microsoft Office and agency specific software.
6. Ability to learn new procedures/policies and follow through to assure correct implementation.
7. Ability to independently analyze financial records for irregularities.
8. Ability to understand and follow complex written and oral instructions.
9. Ability to schedule workload to optimize productivity and meet deadlines.
10. Ability to communicate effectively, verbally, and in writing.
11. Ability to translate technical and statistical data into complex graphs or tables.
12. Ability to establish and maintain effective working relationships with Commission staff and external customers.
13. Ability to prepare clear, complete and concise reports.
14. Ability and desire to perform highly detailed tasks.
15. Ability to accurately proofread and edit documents.

