

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES:

Consumers' Counsel Utility Investigator

SERIES NO.:

2624

MAJOR AGENCIES:

Consumers' Counsel

EFFECTIVE DATE:

02/26/2012

SERIES PURPOSE:

The purpose of the consumers' counsel utility investigator occupation is to investigate residential utility consumer complaints & suspected violations of state & federal regulations pertaining to utilities in order to function as a strong utility consumer advocate by working with utility industry to resolve complaints, researching to detect patterns of abuse & monitoring rate cases before Public Utilities Commission of Ohio to determine impact on residential utility consumers.

At the lower level, incumbents investigate complaints, perform research activities, monitor rate cases pending before Public Utilities Commission of Ohio, provide information & advice to utility consumers & function as an advocate for individuals & groups of residential utility consumers.

CLASS TITLE:

Consumers' Counsel Utility Investigator

CLASS NUMBER:

26241

EFFECTIVE DATE:

03/26/1990

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of agency policy & procedures pertaining to utility regulation & utility consumer complaint investigation & public relations principles & techniques in order to investigate residential utility consumer complaints, conduct related research, provide information & advice to utility consumers concerning utility issues & function as advocate for individuals & groups of residential utility consumers with utility industry & government agencies.

CLASS TITLE: Consumers' Counsel Utility Investigator	CLASS NUMBER: 26241	BARGAINING UNIT: 07
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EFFECTIVE DATE:
03/26/1990

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as advocate for individuals & groups of residential utility consumers by investigating & documenting residential utility consumer complaints & suspected violations of state & federal regulations pertaining to utilities (e.g., evaluates operating practices; monitors service provided) & representing consumers' interest in negotiations with utility companies to resolve complaints, identifies & defines problems regarding utility company services, acts as liaison between federal government & legislature regarding consumer complaints & inquiries, refers consumers to various social service agencies for assistance, conducts follow-up reviews to ensure problems are corrected & completes weekly reports of complaints.

Assists legal staff by researching & analyzing state tariff regulations, in-house consumer complaints & PUCO complaints to detect patterns of abusive utility practices; recommends changes to PUCO policies, rules & regulations pertaining to utility companies; monitors rate cases before Public Utilities Commission of Ohio to determine impact on residential utility consumers; assists in organization of public forums; provides information & advice to public concerning rate case issues; attends public hearings (e.g., monitors procedural aspects; reviews testimony of consumer witnesses; provides information to participants).

Provides on job training & guidance regarding work-related problems to new employees; prepares public service announcements; participates in preparation & presentation of materials (e.g., graphs, charts, statistical presentations) at fairs, exhibits, conferences & seminars; assists with production of agency's annual report; prepares detailed technical reports; speaks before public groups; provides information in preparation for hearings on complaints; attends & participates in staff meetings & seminars; works on special projects as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; agency policy & procedures pertaining to utility regulation & consumer complaint investigation*; business administration, education, political science or other related field of study; technical writing. Ability to define problems, collect data, establish facts & draw valid conclusions; maintain accurate records & reports; write routine business letters & complex reports; resolve complaints & handle sensitive contacts with angry citizens, utility company & government officials; understand manuals & verbal instructions, technical in nature; proofread technical materials, recognize errors & make corrections; use proper research methods to gather data; prepare & deliver speeches before specialized audiences & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business administration, education, political science, journalism, communications or other related field of study; 1 course or 3 mos. exp. in technical writing; valid driver's license.

-Or 18 mos. exp. in field of business administration, education, political science, journalism, communications or related field; 6 mos. exp. working with public, resolving complaints & preparing technical reports or business communications; valid driver's license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel required.