

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

<b><u>CLASSIFICATION SERIES:</u></b> Public Utilities Customer Service Investigator	<b><u>SERIES NO.:</u></b> 2625
<b><u>MAJOR AGENCIES:</u></b> Public Utilities Commission Of Ohio	<b><u>EFFECTIVE DATE:</u></b> 01/09/2005

**SERIES PURPOSE:**

The purpose of the Public Utilities Customer Service occupation is to independently investigate & analyze data pertaining to customer services & complaints against utility services.

At the full-performance level, incumbents independently investigate & analyze data pertaining to customer services & complaints against utility services.

<b><u>CLASS TITLE</u></b>	<b><u>CLASS NUMBER</u></b>	<b><u>PAY RANGE</u></b>	<b><u>EFFECTIVE</u></b>
Public Utilities Customer Service Investigator	26251	30	01/09/2005

**CLASS CONCEPT:**

The full-performance class works under general supervision & requires considerable knowledge of PUCO laws, rules & guidelines in order to independently investigate & analyze data pertaining to customer services & complaints against utility services.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Public Utilities Customer Service Investigator	26251	07	01/09/2005	30

**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.)**

Independently investigates & analyzes data pertaining to customer service & complaints of all utility service types to include telephone, gas, water, sewer & electric, conducts independent investigations for compliance with agency rules, regulations, standards & orders, assists in developing surveys of customer service, reviews survey results & prepares statistical reports showing results of survey by classification, company & utility type, evaluates company procedures & discusses procedures with utility company management officials, determines areas of primary deficiency & makes recommendations for corrective action to utility company management & PUCO supervisory staff & monitors customer relations practices to ensure quality of service.

Participates in & assists in implementation of quality of service programs & prepares reports from accumulated statistical data on investigations; prepares & presents expert testimony in hearings; prepares & edits legal entries for cases affecting or affected by service quality; makes recommendations regarding service quality standards & services as commission representative at state, federal & consumer group meetings, hearings & conferences.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of investigative practices & techniques; laws & rules applicable to complaints & alleged violations under investigation\*; interviewing; public relations. Ability to collect data, establish facts & draw conclusions concerning validity of complaints & allegations; use proper research methods in gathering data; handle routine & sensitive inquires from & contacts with complainants, respondents, witnesses, alleged violators, governmental officials & co-workers.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

18 mos. trg. or 18 mos. exp. in customer service investigation; valid driver's license.

-Or 2 yrs. trg. or 2 yrs. exp. as investigator where experience does not correspond with cases/complaints/allegations to be assigned; valid driver's license.

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

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

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires travel; may work weekends; may work flexible hours.