

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

Utility Specialist

SERIES NO.:

6695

MAJOR AGENCIES:

Public Utilities Commission only

EFFECTIVE DATE:

03/07/2004

SERIES PURPOSE:

The purpose of the utilities specialist occupation is to perform technical analysis of regulatory matters pertaining to investor owned electric, gas, telecommunications, water & wastewater, steam utilities, natural gas, pipeline, chilled water, transportation/household goods & competitive utility markets.

The three levels are distinguished by the degree of independence exercised in the selection and application of method and techniques & the complexity of the issues reviewed, analyzed &/or investigated for one or more regulatory subject matters in one or a number of utility industries.

GLOSSARY: The following are definitions of terms that will be cited herein for this classification series.

Routine: A prescribed or detailed method of procedure, set of customary and often mechanically performed activities, the substance of the work and the work process is customary, habitual &/or regular or in nature.

Non-Routine: Unusual and unspecified method of procedure, unique and not approached with usual or standard methods of procedures, address with non-standard activities, non-regular and original.

Complex: Complicated, intricately involved concepts &/or competitively sensitive subject matters or procedures.

Most Difficult: The hardest to grasp, accomplish, analyze or to express in a subject matter or related subject matters that have intricate interconnected parts.

Considerable: Fairly large in amount, extent or degree. Important, significant. Can apply knowledge to most circumstances within subject matter.

Thorough: Full, complete. Understands scope and details of subject matter, is able to apply knowledge to all circumstances within subject matter.

Extensive: Comprehensive, great in extent, range, or amount: incorporates relevant historical context, understands wide range of effects and interrelationships of sub parts. Is able to analogize and extend concepts beyond the boundaries of subject matter to other applications.

Works Under Direction: Means prior establishment of the scope & objectives of the work & conceptual establishment of the techniques & process to be used.

Works Under General Direction: Means prior establishment of the desired results of the work task, absent prior establishment of specific techniques and procedures to be used.

Major Regulatory Subject Matters: Major regulatory subject matters are of two types:

1. Industry specific: (e.g., the electric industry, the gas industry, the telecommunications industry)
2. Topical: (e.g., accounting, financial analysis, engineering, economics, competitive markets enforcement, & quality of service)

Significant Sub-Field of a Major Regulatory Subject Matter: One of a number of substantial and complex areas of regulatory expertise, which taken together comprise a major regulatory subject area. The major regulatory subject matter "markets" includes such sub-fields as costing/pricing, certification and interconnection, and market power analysis. The major regulatory subject matter "telecommunications engineering" includes examples such as network design, telecommunications numbering, and new technology. The major regulatory subject matter "economics" includes examples such as electricity tariff and contract analysis; transmission facility forecast evaluation, and minimum electric service standards. A "significant" sub-field is one for which the application of relevant knowledge is required for the public utilities commission to fulfill its statutory objectives.

Utility Industries: Utility industries are those which are regulated by the Public Utilities Commission of Ohio, or for which the Public Utilities Commission of Ohio is charged with establishing competitive markets, or over which the OPSB has certification authority.

Systemic Problems or Issues: Such problems or issues rise to a level of complexity whereby alternative unprecedented resolutions of the problems or issues impact other components of the system in question through negative and/or positive feedback. An example of a systemic issue is the establishment of appropriate transition revenues in the electric industry: Alternate resolutions of the issue will differentially impact shareholder value, the extent of market entry by competitors, and the migration of customers from incumbent utilities to new entrants.

Degree of Independence:

Utility Specialist 1, 66951: Is told by supervisor the objectives for and methodologies to use to enforce standards and orders, develop new policies, or to propose improvements to existing policies and standards.

Utility Specialist 2, 66952: Operates with medium level of supervision after consulting with supervisor to determine objectives for and methodologies to use to enforce standards and orders, develop new policies, or to propose improvements to existing policies and standards.

Utility Specialist 3, 66953: Is only supervised generally (i.e., coordinates with supervisor to ensure agreement on overall direction and strategy). Uses independent judgment to select objectives and methodologies to enforce standards and orders, develop new policies, to propose improvements to existing policies and standards, and to enforce standards and create new policies that are without precedent.

Complexity of Issues and Degree of Knowledge:

Utility Specialist 1, 66951: Has considerable technical knowledge which enables working with regulatory matters (e.g., minimum telephone service standards, minimum electric service standards, competitive retail electric &/or gas service standards, operation & maintenance and reliability standards, gas pipeline standards, gas choice codes of conduct and tariff requirements, household goods rules, and water quality and service standards) to enforce and develop standards and policies. Will work predominantly with routine matters with established precedent. Will support peers and higher-level staff and specialists in work on non-routine regulatory matters. Will work with peers and others in teams to develop evolutionary improvements to standards and policies. Will support other staff and higher-level specialists to enforce non-routine standards and develop non-routine policies and standards practices. Works mostly on routine matters and supports higher-level staff in non-routine and non-precedential matters. Will provide technical leadership to teams of peers and lower-level staff to develop routine policy improvements and to undertake routine enforcement actions.

Utility Specialist 2, 66952: Has thorough technical knowledge (familiar with subtlety and details) of regulatory subject matters (e.g., minimum telephone service standards, minimum electric service standards, competitive retail electric &/or gas service standards, operation & maintenance and reliability standards, gas pipeline standards, gas choice codes of conduct and tariff requirements, household good rules, and water quality and service standards) to enforce policies and standards. Will develop improvements to existing policies and standards and create new standards and policies in teams with peers and higher-level specialists. Will work mostly with complex or non-routine matters, and will support higher-level specialists to create non-precedential policies and standards. Provides technical direction to teams of peers and other staff on routine and some non-routine matters.

Utility Specialist 3, 66953: Works at the expert (has extensive technical knowledge) level on the most complex levels of regulatory subject matters (e.g., minimum telephone service standards, minimum electric service standards, competitive retail electric service &/or gas standards, operation & maintenance and reliability standards, gas pipeline standards, gas choice codes of conduct and tariff requirements, household goods rules, and water quality and service standards) to enforce the standards and develop new policies in the most difficult and complex levels. Works by applying extensive knowledge of subject matter to non-routine enforcement actions and developing policy in new directions outside of existing precedent. Working at this level requires the ability to synthesize complex subject matters at the highest level of relative knowledge with the greatest independence. Provides expert technical knowledge and directs (providing technical direction not just process facilitation) teams of other specialists and staff.

CLASS TITLE:
Utility Specialist 1

CLASS NUMBER:
66951

EFFECTIVE DATE:
03/07/2004

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of significant sub-field of a major regulatory subject matter in order to act as specialist in such significant sub-field in one regulatory subject matter, which may apply to one or more utility industries following prescribed methods & techniques &/or working under specific instruction from supervisory staff on assignments.

CLASS TITLE:
Utility Specialist 2

CLASS NUMBER:
66952

EFFECTIVE DATE:
03/07/2004

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of two or more significant sub-fields of major regulatory subject matter in order to act as specialist in significant sub-field of utility regulation as it applies to one or more utility industries, independently investigate issues associated with assigned area(s) of expertise.

CLASS TITLE:
Utility Specialist 3

CLASS NUMBER:
66953

EFFECTIVE DATE:
03/07/2004

CLASS CONCEPT:

The expert level class works under general direction & requires extensive knowledge of major regulatory subject matter in order to act as specialist in major regulatory subject areas, independently investigate two or more significant sub fields issues associated with areas of expertise, evaluate effects of alternate policies, procedures & methods & interrelationships & interdependencies of entire scope of sub-fields constituting major regulatory subject matter, recommend alternative solutions to systemic problems or issues associated with major regulatory subject matter that do not follow regulatory precedent &/or to act as leader of staff team charged with responsibility for developing new regulatory policy significantly affecting major regulatory subject matters, & with one or both of preceding options, choose & apply appropriate methods & techniques on assignments.

CLASS TITLE: Utility Specialist 1	CLASS NUMBER: 66951	BARGAINING UNIT: 013
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EFFECTIVE DATE:

03/07/2004

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.)

Acts as specialist in significant sub-field in one regulatory subject matter, which may apply to one or more utility industries following prescribed methods & techniques &/or working under specific instruction from supervisory staff on assignments, identifies important issues &/or problems, draws conclusions & makes written &/or oral reports &/or recommendations to supervisors, performs statistical &/or technical analysis using calculator or computer & provides technical assistance & direction to staff in specialty area on project basis.

Participates in formal & informal processes for settlements, development of stipulations & recommendations & alternative dispute resolutions by assisting in strategic planning of staff actions & assists in presentation of offers & counter offers; participates in sensitive face to face discussions & exchanges about regulatory policy & complex technical issues.

Prepares &/or presents written & oral testimony during PUCO hearings before commissioners, Ohio Power Siting Board or other body as designated; represents division in highly technical meetings, hearings &/or conferences including meetings with company representatives, contract consultants, state &/or federal employees; conducts investigative interviews as part of investigatory process; prepares &/or presents papers at meetings regarding methods & results from technical research; prepares reports & policy recommendations related to economics, demographic, energy, biomass, environmental compliance, telecommunications & utility matters; performs statistical analysis on consumer related issues & utility performance; prepares written reports on case related matters & makes recommendations to division chief; prepares &/or delivers speeches before variety of audiences; responds to customer complaints & inquiries from government officials & general public.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency policies & procedures, state & federal laws, rules & regulations governing utility or transportation regulation & evolution to competitive markets; designated specialty area of utility or transportation regulation or deregulation within utility industry (e.g., electric, biomass, environmental compliance, natural gas distribution, telephone, telecommunications, water, wastewater, chilled water, natural gas, gas or steam, pipeline & intrastate & interstate pipeline companies, transportation/household goods & marketers/suppliers of energy sources); uniform system of accounts, generally accepted accounting principles, financial & operational accounting standards, rate & tariff structures, financing & securities or economics as applied to utility or transportation regulation &/or gas cost recovery or fuel cost adjustment methods & procedures; utility rate case process &/or regulatory hearing proceedings; cost of service analysis; established policies, procedures &/or methods for collection, reporting of & dissemination of information in utility case proceedings; alternative dispute resolution techniques, customer service & quality of service investigations & enforcement processes; research methods; statistical analysis of consumer data & utility performance indices; enforcement of utility minimum standards; specific discipline affecting utility regulation, alternative regulation or competitive markets within specialty area; investigation & enforcement techniques; computer & database software; forecasting future demands of quantity or quality of service needed within specialty area. Skill in operation of personal computer. Ability to use statistical methods; communicate technical data to persons in specialty area; analyze research & prepare complex reports on issues within specialty area; read & comprehend complex & controversial reports on issues affecting utility industry within specialty area; represent agency as expert on specific area of specialty in meetings, hearings &/or conferences.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program or 2 yrs. exp. in one or more of following academic fields: accounting, utility &/or transportation code enforcement, finance, business administration, public administration, economics, mathematics or engineering; 2 yrs. utility or transportation regulatory experience involving combination of following: PUCO operations, programs & policies affecting regulation of utility or transportation companies, state & federal laws, regulations & procedures governing utility or transportation company operations, competitive programs & alternative regulations, rate &/or tariff structure, financing & securities or economics applied to utility or transportation companies, utility or transportation regulatory processing & case hearing proceedings, cost recovery & cost adjustment methods & procedures, enforcement of customer service standards, statistical, mathematical or analytical methods used in formulating & solving problems or in decision making, developing & conducting research studies &/or investigations of enforcement, scientific, technical or legal nature involving issues of utility or transportation or alternative regulation (e.g., 2 yrs. exp. as

Water/Wastewater Service Quality Coordinator, 23131, or Telephone Service Quality Coordinator, 23171, or Public Utilities Gas Pipeline Safety Compliance Investigator, 23181, or Public Utilities Electric Coordinator, 23191, or Public Utilities Customer Service Investigator, 26251).

-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:

Some overnight travel required.

CLASS TITLE: Utility Specialist 2	CLASS NUMBER: 66952	BARGAINING UNIT: 013
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EFFECTIVE DATE:

03/07/2004

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.)

Acts as specialist in significant sub-field of utility regulation as it applies to one or more utility industries, independently investigate issues associated with assigned area(s) of expertise, assists in development, enforcement or revision of policies & regulations bearing upon area(s) of expertise (e.g., regulatory accounting; market assessment; code enforcement; forecasting; performance analysis; customer service) & pursuant to supervisory approval, chooses & applies appropriate methods & techniques of independent investigation (e.g., specific aspects of renewable energy, biomass & alcohol fuels development programs; revenue requirement analysis for electric, gas, telecommunications, or water utilities; evaluation of corporate mergers, acquisitions & restructuring; special contract evaluations; transmission forecasting; market power assessment; market evaluation for competitive utility services; gas & water utility rate cases including working capital theory & calculation, cost of service calculations, inter-class & intra-class rate level design & revenue distribution processes & operations; gas cost recovery proceedings including calculations of expected gas costs, analysis of gas system supply portfolio, evaluation of management policies & procedures, financial analysis of applications for accounting modifications, evaluation of reasonableness of electric or gas utility long-term forecasts of demand & supply, monitoring & evaluation of competitive utility service programs; developing & enforcing codes of conduct for affiliate company operations; monitoring & evaluation of utility company customer service policies & procedures; analysis of consumer data, performance indices & complaints; development & enforcement of minimum service standards; monitoring & evaluation of company adherence to household goods regulations; electric utility rate of return rate cases including rate base, operating income, jurisdictional separations/allocations, inter-class & intra-class rate level design & revenue distribution processes & operation, rate of return & management & operations review; analysis of represervation of depreciation rates; analysis of various accounting procedures relating to utilities [e.g., sales forecasting & budgeting; capital budgeting; expense forecasting & budgeting]; theory & application for federal & state income taxes; inside wire, 9-1-1, competitive payphone regulations, resale & sharing rules, minimum telephone standards, lifeline/universal service, small company rules/regulations, telephone privacy, area code policy; federal issues & proceedings [e.g., open network architecture, modification of final judgment, access charges, price cap regulations, competition & alternative regulation, telephone company participation in cable TV, regulatory role in telecommunications infrastructure development]; analysis & evaluation of specific aspects of power siting applications) or like subject matters.

Participates in formal & informal processes for settlements, development of stipulations & recommendations & alternative dispute resolutions (e.g., assists in strategic planning of staff actions; assists in presentation of offers & counter offers; participates in sensitive face to face discussions & exchanges about regulatory policy & complex technical issues); assists department administrators in negotiations & other alternative dispute resolution techniques with utility companies, consumer groups, federal regulatory agencies & industry representatives.

Prepares &/or presents written or oral expert testimony during hearings of Public Utilities Commission, Ohio Power Siting Board & other regulatory or legislative body; prepares &/or presents written &/or oral testimony to state & federal boards/commissions or committees or highly specialized professional or industry groups; prepares &/or presents papers at meetings regarding methods & results of technical research; prepares reports related to economic, demographic, energy, water, wastewater, steam, telecommunications, transportation/household goods & utility performance matters; prepares written reports on case-related matters & makes recommendations to supervisors; prepares &/or delivers speeches before a variety of audiences; responds to customer complaints & inquiries from government officials & general public.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency policies & procedures, state & federal laws, rules & regulations governing utility or transportation regulation & evolution to competitive utility markets & services, designated field within utility industry (e.g., electric, biomass, environmental compliance, natural gas distribution, telephone, telecommunications, water, wastewater, chilled water, natural gas, gas or steam, intrastate & interstate pipeline companies, transportation/household goods & marketers/suppliers of energy services); uniform system of accounts, generally accepted accounting principles, financial & operational accounting standards, rate & tariff structures, codes of conduct, minimum utility reliability & safety standards, consumer protections, financing & securities or economics as applied to utility or transportation regulation &/or gas cost recovery or fuel cost adjustment methods & procedures; utility rate setting process & regulatory &/or alternative regulation proceedings; procedures & methods for collection, reporting of & dissemination of information to utility case proceedings;

management & operating practices of utility companies in designated field; utility industry restructuring; federal activities & proceedings; multiple disciplines (e.g., engineering, economics, finance, mathematics or accounting & computer science) affecting utility regulation or competitive utility markets within designated field; investigation & enforcement techniques; computer & database software; forecasting future demands or quantity or quality of service needed; enforcement of code of conduct; enforcement of minimum utility customer service standards & quality of service standards; enforcement of commission policies; dispute resolution techniques; competitive market monitoring; designing, conducting & evaluating customer surveys. Skill in operation of personal computer. Ability to use statistical & analytical methods & develop complex models; communicate technical data to persons outside of designated field; analyze research & reconcile conflicting issues; analyze & develop new methods; prepare complex reports; train utility auditors & utility rate analysts in newly developed methods; represent agency as specific utility expert in meetings, hearings &/or conferences.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program or 3 yrs. exp. in one or more of following academic fields; accounting, code enforcement, finance, business administration, public administration, utility &/or transportation code of enforcement, geology, management, law, economics, mathematics or engineering; 3 yrs. exp. in utility or transportation regulatory experience involving combination of following: PUCO operations, programs & policies affecting regulation of utility or transportation companies, state & federal laws, regulations & procedures governing utility or transportation company operations, competitive programs & alternative regulations, rate &/or tariff structure, financing & securities or economics applied to utility or transportation companies, utility or transportation regulatory processing & case hearing proceedings, cost recovery & cost adjustment methods & procedures, enforcement of customer service standards, statistical, mathematical or analytical methods used in formulating & solving problems or in decision making, developing & conducting research studies, customer preference surveys &/or investigations of enforcement, scientific, technical or legal nature involving issues of utility or transportation regulation or alternative regulation or competitive markets.

-Or 24 mos. exp. as Utility Specialist 1, 66951.

-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:

Some overnight travel required.

CLASS TITLE: Utility Specialist 3	CLASS NUMBER: 66953	BARGAINING UNIT: 013
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EFFECTIVE DATE:
03/07/2004

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.)

Acts as specialist in major regulatory subject areas, independently investigates two or more significant sub fields issues associated with areas of expertise, evaluates effects of alternate polices, procedures & methods & interrelationships & interdependencies of entire scope of sub-fields constituting major regulatory subject matter, recommends alternative solutions to systemic problems or issues associated with major regulatory subject matter that do not follow regulatory precedent &/or acts as leader of staff team charged with responsibility for developing new regulatory policy significantly affecting major regulatory subject matters, & with one or both of preceding options, chooses & applies appropriate methods & techniques on assignments (e.g., review of various accounting theory & applications [e.g., post-in-service carrying charges; deferral of operating expenses, mergers & acquisitions of utilities, clean air act & price caps]; analysis of utility portfolio management to determine optimal combinations of risk & benefit to ratepayers; development of policies relating to deregulation of services, customer choice programs; affiliate transaction & relationships; separation between regulated & non-regulated transactions; computer mapping [e.g., utility service area boundaries, location of utility plant such as electricity & natural gas transmission system, telephone central offices]; forecasting electricity, gas &/or transmission demand [i.e., to include demographic trends]; transmission pricing modeling [e.g., locational marginal pricing analysis]; nodal pricing analysis [e.g., detection & analysis of anomalous price &/or supply availability at various locations]; technology assessment [e.g., effects of emerging technology & market penetration on competition markets; evaluating competitive markets for utility services; effects of barriers to entry into markets; market concentration; long-term incremental cost analysis [e.g., quantify information at firm level, regional level]; identify & analyze effects of barriers to entry into marketplace; price elasticity analysis; identify & analyze effects of customer service policies & procedures on customer satisfaction & subsequent behavior; quantitative analysis of consumer behavior/perception [e.g., cluster analysis, trending, all types of consumer surveys, analysis of complaint trends/implications]; monitors & evaluates utility performance indices; studies & enforces utility minimum service standards & recommends corrective actions; evaluates effectiveness of regulatory policies & procedures; electric power generation & co-generation; renewable energy, biomass & alcohol fuels development programs; federal intervention regarding commission intervention in federal proceedings affecting regulation of gas, electric, telephone in Ohio, identifying opportunities for intervention & advising commission & staff on PUCO intervention & participation in federal activities for electric, natural gas, water & telecommunications; switched & special access charges, intervention coordination; NARUC; multi-state cooperative groups; joint board representative; analyze & evaluate all aspects of power siting applications for utility industries; consumer research [e.g., survey design, analysis, implementation, reporting]; alternative financing methods; economic analysis; market structure analysis; future market analysis; develop & implement competitive analysis; long run incremental costs & total element long run incremental cost studies; corporate/affiliate codes of conduct), provides technical assistance to &/or works with commissioners & commission staff, Ohio industries, utilities, private & public sectors &/or consultants or other parties (e.g., professional associations) regarding specialty areas & advises commissioners & department administrators &/or other state agencies (e.g., taxation) on various items related to specialty (e.g., taxation on solar tax credits).

Represents agency in formal & informal processes for settlements, development of stipulations & recommendations & alternative dispute resolutions by participating in strategic planning of staff actions, presenting offers & counter offers, participating in sensitive face to face discussions & exchanges about regulatory policy & complex technical issues; prepares &/or presents written &/or oral expert testimony during hearings of Public Utilities Commission, Ohio Power Siting Board & other regulatory or legislative body; prepares &/or presents written &/or oral testimony to state or federal boards/commissions or committees or highly specialized professional or industry groups; prepares &/or delivers speeches before variety of audiences; represents agency in highly technical & sensitive meetings, hearings & conferences; prepares & presents expert testimony before state & federal agencies; represents commissioners at technical meetings & conferences; interviews executive officers of utility companies for purposes of research & investigation & provides technical advice regarding same (e.g., forecasting & management practices; company long-term strategic planning & policies; analyzes network efficiencies & emergency transmissions capabilities of Ohio electric utilities; winter shutoff practices; enforcement of codes of conduct; consumer protections; alternative regulation; utility performance standards).

Prepares &/or presents papers at meetings regarding methods & results of technical research; prepares reports related to economic, demographic, energy, water, wastewater, steam, telecommunications, transportation/household goods & utility performance matters; prepares written reports on case-related matters & makes recommendations to supervisors; reviews legislation for effects on utility companies & ratepayers; prepares policy papers for commissioners in area of expertise, conducts research for publication in printed media of national or industry nature; provides technical assistance to

commission staff who respond to inquiries & requests for information from legislators & utility customers; participates in negotiations & other alternative dispute resolution techniques with utility companies, consumer groups, federal regulatory agencies & industry representatives; responds to customer complaints & inquiries from government officials & general public.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency policies, procedures & guidelines, state & federal laws, rules & regulations governing utility or transportation regulation & evolution to competitive utility markets & services; state & national impact of utility or transportation regulation on utility or transportation industry; commission orders & guidelines regarding utility or transportation regulation & competitive market issues; uniform system of accounts, generally accepted accounting principles, financial & operational accounting standards, rate & tariff structures, financing & securities or economics as applied to utility or transportation regulation &/or gas cost recovery or biomass, environmental compliance & developing environmental regulations or fuel cost adjustment methods & procedures & utility rate setting process & regulatory hearing proceedings; cost of service analysis; established policies, procedures & methods for collecting, reporting of & dissemination of information to utility use proceedings; management & operating practices of utility companies in designated field; multiple disciplines (e.g., engineering, economics, finance, mathematics or accounting) affecting utility or transportation industry; computer & database software & computer modeling; forecasting future demands of quantity or quality of service needed; enforcement of codes of conduct; enforcement of minimum services standards; enforcement of commission policies; dispute resolution expertise; competitive marketing monitoring; developing, conducting & evaluating customer surveys; public speaking &/or effective communication. Skill in use of personal computer. Ability to use statistical methods & develop complex models; communicate technical data effectively; analyze research & reconcile conflicting issues; analyze & develop new methods & rules; prepare complex reports & develop & implement changes in methods used in collection of regulatory information; prepare papers for media or utility trade publications; represents agency as industry expert in meetings, hearings or conferences.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program or 3 yrs. exp. in one or more of following fields; accounting, code enforcement, finance, business administration, public administration, utility &/or transportation code of enforcement, geology, management, law, economics, mathematics or engineering; 5 yrs. utility or transportation regulatory experience involving combination of following: PUCO operations, programs & policies affecting regulation of utility or transportation companies, state & federal laws, regulations & procedures governing utility or transportation company operations, competitive programs & alternative regulations, rate &/or tariff structure, financing & securities or economics applied to utility or transportation companies, utility or transportation regulatory processing & case hearing proceedings, cost recovery & cost adjustment methods & procedures, enforcement of customer service standards, statistical, mathematical or analytical methods used in formulating & solving problems or in decision making, developing & conducting research studies &/or investigations of scientific, technical or legal nature involving issues of utility or transportation or alternative regulation.

-Or 36 mos. exp. as Utility Specialist 2, 66952.

-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:

Some overnight travel required.