

CLASS TITLE: CONSUMER AGENT (DPUC)

Class Code: 02434600
Pay Grade: 24A
EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To respond to consumer inquiries regarding utilities; to provide consumers with a prompt, accurate and professional response to all requests and inquiries; to prepare consumer payment agreements; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior in accordance with clearly defined policies and procedures; work is subject to review upon completions.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To respond to consumer inquiries regarding utilities.

To provide consumers with a prompt, accurate and professional response to all requests and inquiries.

To prepare consumer payment agreements.

To receive and respond to incoming correspondence by either telephone, letter or e-mail.

To initiate telephone call backs, correspondence and follow-ups to answer customer inquiries or requests for information concerning billing and general service/product questions.

To receive and investigate complaints against municipal and public utilities companies regarding shutdowns, billing, service problems, etc.

To act as the agency consumer and utilities contact.

To explain applicable rates for all regulated utilities to customers.

To be responsible for the enforcement of orders, rules and regulations of the Division of Public Utilities and Carriers (DPUC) and the Public Utilities Commission (PUC) regarding consumer affairs and rates of electric, gas, water, telephone and cable utilities.

To answer inquiries of the public regarding their rights and duties under these requirements.

To prepare consumer payment agreements.

To plan, schedule, organize and conduct informal and formal evidentiary hearings in accordance with the orders, rules and regulations of the Division of Public Utilities and Carriers (DPUC) and the Public Utilities Commission (PUC) regarding consumer affairs and rates of electric, gas, water, telephone and cable utilities.

To ensure hearings are conducted in a fair and orderly manner.

To analyze and evaluate pertinent case information and make evaluations and conclusions thereon.

To prepare written reports, recommendations and findings concerning informal and formal evidentiary hearings.

To negotiate consumer payment agreements with utilities.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of the rules and regulations developed by the PUC and DPUC pertaining to consumer protection; a working knowledge of the applicable rates for all regulated utilities; the ability to prepare consumer payment agreements; the ability

to communicate effectively; the ability to deal courteously with the public and resolve consumers' concerns and or problems; the ability to understand and carry out written and oral directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a responsible position involving customer service techniques, strategies and approaches.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 28, 1999

Editorial Review: 3/15/2003

Class Revised: December 24, 2017