

Class Concept

This is professional level work in the North Carolina Utilities Commission involving the review, analysis and resolution of utility complaints and inquiries received from the general public. Position reviews and investigates complaints lodged against public utilities to determine the validity of the complaint and recommend appropriate action. Work involves considerable contact with the general public and representatives of public utilities and requires the interpretation of Commission policies, rules, regulations, utility billing procedures and an understanding of rates, rate structures and application of these to customer questions. Work may involve close coordination with the technical sections when questions of a technical nature are present. Work is performed independently and is reviewed by the section supervisor for proper application and interpretation of policies, rules, regulations and orders, and is evaluated by the success of the individual analyst to resolve customer complaints and questions and through periodic conferences and reports.

Positions at this level receive and analyze complaints and questions from the general public while ensuring that all the necessary supportive information to resolve the complaint or question are recorded; analyze explanations given by utility companies to determine if any violations or irregularities are present –cases with irregularities and violations have occurred are usually referred to the supervisor; as well as compose written responses to the complainant that includes supporting policy, law, or regulatory documentation. These positions also calculate customer bills using appropriate rate to determine appropriateness, advise customers of their rights and options in pursuing disputing determinations; as well as answer questions concerning Commission activities, policies, and determinations.

Recruitment Standards

Knowledge, Skills, Abilities

- Working knowledge of public utilities' operations, plant facilities, and services provided.
- Working knowledge of the organization, function and procedures of the North Carolina Utilities Commission.
- Working knowledge of North Carolina Utilities Commission legal authority, rules, and regulations governing the operation of public utilities; as well as knowledge of utility terminology, billing procedures, rates and rate structures.
- Ability to deal tactfully with irate consumers, and to elicit appropriate information and relate to all classes of customers.
- Ability to analyze a variety of complaints and draw valid conclusions.
- Ability to translate technical language into layman terminology and communicate effectively both orally and in writing.
- Ability to establish and maintain effective relationships with associates, consumers, utility representatives, and the general public.

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution and one year experience in complaint analyst work, preferably in a public utility operational or regulatory environment; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.