

Class Concept

This is supervisory and advanced work in the North Carolina Utilities Commission involving the review, investigation, and analysis of a variety of complaints received from the general public related to utilities and utilities services. Position is responsible for supervising the "Consumer Complaint and Information Section" of the Engineering Division. Work involves the receiving and assigning of consumer complaints to lower level complaint analysts; however, the more difficult or special complaints received from citizens, legislators, attorneys and company officials are retained and resolved by the position. Complaints and questions that arise are related to quality of services, utility billings, alleged discriminatory or irregular actions by the utility companies, and unsanitary or unsafe practices. Work is performed with-considerable independence of action with general guidance and is reviewed and evaluated on the basis of proper interpretation and application of policies, orders, rules and regulations, and the success of the section in resolving customer complaints and questions.

Positions at this level train and supervise lower level complaint analysts in the review, investigation, analysis, and resolution of a wide variety of complaints and questions received from the general public; compile statistical data and prepares records and reports of the nature and resolution of complaints received and inform the division director and/or section chiefs of trends; coordinate resolution of complaints involving technical questions with the technical sections; and many times personally resolve special and complicated complaints and inquiries from citizens, attorneys, legislators, and utility officials.

Recruitment Standards

Knowledge, Skills, Abilities

- Considerable knowledge of public utilities operations, plant facilities, and services provided.
- Considerable knowledge of the North Carolina Utilities Commission's legal authority and its policies, rules, regulations, and guidelines governing the operation of public utilities.
- Considerable knowledge of the organization, function, and procedures of the Commission.
- Considerable knowledge of utility terminology, billing procedures, rates, and rate structures.
- Ability to analyze a variety of complaints and questions and draw valid conclusions.
- Ability to plan, supervise, and coordinate the work of others.
- Ability to deal tactfully with irate customers, attorneys, legislators, and company officials, elicit appropriate information, and relate to all classes of customers.
- Ability to translate technical language into layman terminology and communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with associates, subordinates, consumers, utility representatives, and with the general public.

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution and three years of experience in the review, analysis, and resolution of a variety of consumer or organizational program complaints and questions, preferably including two years 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.