

**CONSUMER AFFAIRS TECHNICIAN****Nature of Work**

Under general supervision, performs full-performance level technical and/or paraprofessional work in the field of utility regulations. Handles complaints through public contact work in the receipt, investigation and resolution of consumer complaints brought by consumers against utilities or businesses regulated by the state or against state agencies providing public service. Assists professional staff in the compilation of data and reports of utility operation; assists in the compilation, printing and distribution of Public Service Commission decisions and orders. Performs related work as required.

**Examples of Work**

- Reviews and performs analysis of technical reports, forms and/or other information submitted to ensure compliance with State and Federal regulations.
- Provides technical assistance to other employees in the resolution of complaints and the interpretation of applicable statutes, regulations and policies.
- Logs complaints from written correspondence, telephone or in person.
- Confers with utility or business representatives to gather information and promote correction of unsatisfactory services or conditions.
- Interprets applicable statutes, regulations and policies in attempting to resolve the complaint; confers with professional staff as necessary.
- Compiles and prepares technical reports from information submitted and/or tracking data for supervisor(s) and/or legal requirements.
- Compiles, organizes and distributes commission decisions and orders; maintains current and past files on same.

**Knowledge, Skills and Abilities**

- Knowledge of state and federal regulations concerning utilities monitoring and enforcement.
- Knowledge of the rules and regulations of the agency.
- Ability to interact effectively with consumers, public and business officials.
- Ability to reduce conflict in the resolution of consumer complaints.
- Ability to interpret applicable statutes, regulations and policies.
- Ability to compile information on number and kind of complaints received and resolved; prepares reports on same.
- Ability to communicate effectively, both verbally and in writing.

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**CONSUMER AFFAIRS TECHNICIAN - CONT'D.**

**Minimum Qualifications**

TRAINING Graduation from a standard four-year high school or the equivalent.

EXPERIENCE Four years of full-time or equivalent part-time paid public contact work in the resolution of complaints or claims or complex office support work in a public utility or utility regulatory agency.

SUBSTITUTION Successful full-time study in an accredited college or university or resident business or vocational school may be substituted through an established formula for the required experience. Thirty semester hours earned in an accredited college or university is considered equal to one year of experience. Business or vocational training must be at least six hours daily in a resident school to be considered full-time and thirty-six weeks of training is equal to one year of experience.

Established: 9/16/93

Effective: 10/16/93