

DIRECTOR OF QUALITY ASSURANCE (PSC)**Nature of Work**

Under administrative direction, performs complex administrative work directing internal audit, coordinating process improvement and quality control activities, analyzing and preparing factual case summaries with respect to financial and economic impacts of cases pending before the Commission as well as directing internal audit; conduct or direct special studies, project creation and administration as requested by the Chairman. Evaluates the adequacy of financial, management, operational control and process design; compliance with established policies, plans and procedures; the reliability of financial and operational data developed within the agency and the appropriation of audit reports and recommendations and advises the Commission accordingly. Oversees the budgetary, personnel, planning, procurement, organizing, directing and evaluating the work of the division. Performs related work as required.

Examples of Work

- Evaluates, analyzes and advises the Commission on financial information, theories, principles and practices submitted in cases pending before the Commission.
- Directs the daily operation of the division through unit managers and supervisors; accountable for the accomplishment of division objectives.
- Develops, plans, evaluates and implements complex and technical procedures established for the compilation and analysis of motor carrier, financial, engineering, and utility operations data.
- Coordinates process improvement and quality control activities, analyze and prepare factual case summaries with respect to financial and economic impacts of cases pending before the commission.
- Provides expert technical consultation and policy interpretation to the Public Service Commission, subordinates, public officials and advocacy groups; advise the Commission on major policy issues.
- Oversees the development of agency wide work standards, technical procedures, and policies consistent with continuous quality improvement.
- Conducts or directs special studies, project creation and administration as requested by the Chairman of the Public Service Commission.

DIRECTOR OF QUALITY ASSURANCE (PSC) - CONT'D.**Examples of Work - Cont'd.**

Advises the Commission on the adequacy of financial, managerial, operational controls and process design; compliance with established policies, plans and procedures; the reliability of financial and operational data developed within the agency.

Plans, supervises and evaluates major administrative and fiscal studies; project the cost/benefit of new/revised methods, equipment or programs.

Coordinates the work of the division with other units of the Public Service Commission, state and federal regulatory agencies, advocacy groups and industry associations.

Attends Commission agenda meetings and assists the Commission in reaching decisions on cases.

Assists in the development of agency program goals, objectives, policies and guidelines related to mission and goals.

Provides support for the entire organization using DMAIC, advanced statistical techniques, quality tools, change management, financial analysis techniques, and facilitative process to improve performance and quality.

Knowledge, Skills and Abilities

Knowledge of the theories, principles, and practices in the area of quality control.

Knowledge of the laws, regulations and operations of public utilities.

Knowledge of principles of management.

Ability to plan, organize, direct and evaluate the operation of a utility regulatory division.

Ability to oversee the preparation of and execution of complex office budgets; to staff and evaluate professional, technical and support positions.

Ability to establish and evaluate program and operational standards.

Ability to synthesize and evaluate complex engineering, financial and utility operation data.

Ability to communicate effectively, orally and in writing.

Ability to supervise the work of others.

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DIRECTOR OF QUALITY ASSURANCE (PSC) - CONT'D.

Minimum Qualifications

Training: Bachelor's degree from an accredited four-year college or university with a major or minor in accounting, finance, economics, business administration, management or closely related field or admission to the practice of law in West Virginia.

Substitution: Experience as described below may substitute for the required training on a year-for-year basis except for the admission to the practice of law.

Experience: Seven years of full-time or equivalent part-time paid professional experience in a regulated utility, utility regulatory agency, utility consultation or in accounting or auditing, two years of which must have been in an administrative or supervisory capacity.

Substitution: Master's Degree in the above areas or approval as a Certified Public Accountant may substitute for two years of the required general experience.

Established: 7/15/2004

Effective: 7/15/2004