

**PUBLIC UTILITY COMMISSION OF TEXAS  
JOB DESCRIPTION**

<b>Classified Title:</b> Program Supervisor V	<b>Working Title:</b> Central Records Supervisor
<b>Class Code:</b> 1584	<b>Salary Group:</b> B21
<b>FLSA Status:</b> Professional, Exempt	<b>EEO Category:</b> Professional
<b>Division:</b> Agency Operations	<b>Supervisor:</b> Agency Counsel

**GENERAL DESCRIPTION**

Perform highly complex supervisory work through the oversight of the daily operations and activities of Central Records and its staff. Work involves ensuring accurate and efficient processing of agency records; establishing goals and objectives for the section; developing guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving established goals; and coordinating and evaluating business function for Central Records activities. Plans, assigns, and supervises the work of others. Work under limited supervision of the Agency Counsel with moderate latitude for the use of initiative and independent judgment.

**ESSENTIAL FUNCTIONS**

- Plan, organize, coordinate, and supervise the functions for Central Records.
- Supervise Central Records staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and providing recommendations on staffing, budget, performance, and promotions.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for Central Records.
- Serve as the agency subject matter expert (SME) on the PUC Interchange and the PUC Interchange Filer.
- Ensure that agency personnel are knowledgeable and kept current about the PUC Interchange and the PUC Interchange Filer appropriate to their needs through increased awareness and outreach.
- Create, update, and maintain policies and procedures for Central Records, the PUC Interchange, and the PUC Interchange Filer.
- Work with outside Filing Parties and the public to address questions concerning Central Records, the PUC Interchange, and the PUC Interchange Filer.
- Work with the Records Management Officer to apply agency Records Retention Schedule (RRS) to all documents received or stored by Central Records.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- Participate in the hiring process by reviewing employment applications and conducting interviews for employment selection.
- Keep management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the division.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values.
- Adhere to all PUC personnel policies and division procedures and perform other work as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

- Undergraduate degree in public administration, management, business administration; and
- A minimum of three (3) years of professional experience in a position involving the handling and processing of records and files.
- Additional full-time work experience in the handling and processing of records and files may be for education.

## **PREFERRED QUALIFICATIONS**

- Two (2) years of experience in a management position overseeing a team, including hiring, training, and evaluating employees.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

To perform this job successfully, an individual must possess the required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed satisfactorily.

- Understanding of records management principles and practices.
- Familiarity with organizational and supervisory techniques.
- Ability to manage the work of a team and individual employees effectively.
- Knowledge of customer service principles.
- Skill in using a personal computer, office equipment and business systems.
- Organizational and time management skills.
- Strong leadership and interpersonal skills.
- Strong analytical and problem-solving skills.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to interpret and explain agency policies and procedures.
- Ability to ensure compliance with policies and procedures.
- Ability to coordinate multiple tasks and projects effectively.
- Ability to set and achieve goals.
- Ability to align departmental objective with agency priorities.
- Ability to attend work regularly and adhere to approved work schedule.

## **TELECOMMUTING ELIGIBILITY:**

- This is a hybrid position and is eligible for telecommuting up to three (3) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with Internet service, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

## **PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS:**

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made if needed to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public.

This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:

- Regular and punctual attendance.
- Frequent use of personal computer, copiers, printers and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting objects up to 50 pounds.

