

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title:	Investigator II – IV	Class Code:	1351-1353
Working Title:	Complaints Investigator	Salary Group:	B14, 16, 18
Division:	Customer Protection	FLSA:	Non-Exempt
Supervisor:	Complaint Resolution Coordinator	Date:	06/21/22

GENERAL DESCRIPTION:

Perform routine to complex complaint resolution work involving the investigation of informal complaints from customers relating to a wide variety of issues involving their electric, water and sewer, and telephone utility services and resolving each complaint by issuing written decisions to all parties of the complaints. Work under close to moderate supervision, with minimal to moderate latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS:

- Learn and adhere to the procedures of the Commission relating to the intake and investigation of customer informal complaints.
- Identify emergency or other situations that require immediate attention by the supervisor.
- Create and maintain complaint files in the Commissions database applications for resolution.
- Resolve written inquires received from customers by writing and sending professional letters that answer the customer's questions.
- Resolve non-jurisdictional complaints filed by customers by writing and sending professional letters that direct the customer to the appropriate agency or government body responsible for the subject matter.
- Process informal complaints by reviewing each complaint file for accuracy and sending notice of the complaint to the service provider via email, fax, or mail by prescribed deadline.
- Gather additional information from the customer or the utility via telephone, email, or mail to support the investigation of the informal complaint.
- Contact the customer or the utility via telephone, email, or mail when information submitted is incomplete or in need of clarification.
- Identify and correct problems in the processing of informal complaints, such as email rejections, returned letters, or wrong contact information for the utilities.
- Research and analyze Commission rules, utility tariffs, applicable statutes, and Commission orders.
- Analyze the information provided by both customers and the service providers in conjunction with Commission rules, Commission orders, utility tariffs, and applicable statutes to determine the disposition or resolution of the informal complaint, including the identification of possible violations of Commission rules.
- Using professional writing style, write letters to the customers and service providers that concisely explain the disposition or resolutions of the informal complaints, providing direction or recommendation for correction when necessary.
- Respond to additional inquiries from customers and service providers regarding the informal complaint resolution by providing clarification and direction as necessary and within the Division's policy on timely returning customer calls or correspondence.
- Perform additional resolution of completed investigations based on new or additional information received from either party to the complaints.
- Identify trends of possible violations of Commission rules committed by a service provider for referral to Commission staff for possible enforcement.

- Identify trends within the regulated industries.
- Maintain the integrity of the investigation by documenting all investigative activity and documents within the Commission's complaint database application.
- Manage work to ensure the timely processing and resolution of informal complaints in conjunction with the return of customer and service provider calls, the handling of additional or new information to complaints, and other duties as assigned.
- Observe and handle customer walk-in complaints and inquiries received at the Commission's office.
- Provide status reports to management.
- Assist the Intake Center with answering telephone calls and responding to inquiries as needed.
- Attend and participate in meetings and trainings within the division, with utility representatives and Commission staff.
- May be required to verbally contact a complainant and service provider during the resolution process of a complaint or to explain the resolution.
- Demonstrate teamwork, offering and accepting 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 Commission's mission and core values.
- Adhere to all the Commission's personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS:

- Investigator II: Graduation from High School or GED equivalent and a minimum of two (2) years' experience performing complex administrative work in a customer service environment.
- Investigator III: Graduation from High School or GED equivalent and a minimum of four (4) years' experience performing processing and investigating consumer utility complaints or six (6) years' experience performing complex administrative work in a customer service environment.
- Investigator IV: Graduation from High School or GED equivalent and a minimum of five (5) years' experience processing and investigating consumer utility complaints or seven (7) years' experience performing complex administrative work in a customer service environment.
- Ability to speak, write, read and translate Spanish to English and vice versa.

PREFERRED QUALIFICATIONS:

- Customer service experience with a state regulatory agency, telephone, electric or water utility, or in a mediation or complaint resolution environment

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess 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.

- Working knowledge of office practices and administrative procedures.
- Knowledge and understanding of telephone, electric, and water and sewer utility rates, tariffs, practices, and terminology.
- Knowledge and understanding of regulatory principles, laws, and rules.
- Demonstrated skill in communicating effectively with customers and utilities, both orally and in writing.
- Strong organizational skills.

- Possess professional telephone etiquette and excellent, diplomatic inter-personal skills.
- Proficiency using word processing and other desktop software programs, email, Internet, and Intranet.
- Ability to learn the Public Utility Regulatory Act (PURA), Substantive Rules, Tariffs and applicable rules and statutes.
- Ability to learn about the PUC's "Power To Choose" and "Power To Save" websites.
- Ability to conduct investigations; conduct interviews and gather facts; to analyze information and evaluate findings; and prepare reports.
- Ability to interpret and apply laws and regulations.
- Ability to manage workload to meet deadlines.
- Ability to work in a team-based setting.
- Ability to produce a high volume of quality work under short deadlines.
- Ability to work in a professional and ethical manner with Commission management and staff, customers, and utility personnel.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY:

- This position 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.
- Occasional moving and lifting objects up to 10 pounds.