

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title: Investigator III	Working Title: Consumer Care Representative
Class Code: 1352 Salary Group: B16	Position #: 00068379
FLSA Status: Non-Exempt	EEO Category: Paraprofessional
Division: Consumer Protection	Supervisor: Intake Program Manager

GENERAL DESCRIPTION

Perform moderately complex customer service work in the Consumer Protection Division. Work involves answering a high volume of routine and moderately complex telephone calls through the PUCT's Consumer Assistance Call Center and Power to Choose Call Center. Provide information on services provided by telephone, electric, water and sewer utilities, Texas No-Call and The Power to Choose website; assist with filing complaints; and perform general administrative support tasks. Handle inquiries and process informal complaints from intake to resolution. Work under general supervision with limited latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Answer consumer calls through the PUCT's Consumer Assistance Call Center regarding telecommunications, electric and water and sewer utility services, and provide information on applicable Commission rules, regulations, policies and procedures.
- Answer consumer calls through the Power To Choose Call Center; assist consumers in navigating The Power to Choose website, offering guidance on its features and equipping them with the tools and resources to select the best retail electric plan for their needs. Resolve complaints by guiding consumers through informal processes and explaining their rights and responsibilities under Commission regulation.
- Work informal Texas No Call complaints through resolution, including drafting correspondence to consumers.
- Perform analytical reviews of the Public Utility Regulatory Act, Substantive Rules, utility tariffs and Commission orders.
- Distribute consumer education materials such as brochures, consumer tips and utility profiles to assist consumers in decision-making.
- Coordinate and maintain filing and recordkeeping systems to ensure availability and accuracy of complaint files and data in assigned caseload.
- Review, process, input and verify complaint details into the PUCT's complaint database; maintain and update contact information for consumers and utilities.
- Analyze complaints and inquiries; accurately code and enter data into the PUCT's complaint database and prepare summaries for processing staff.
- Prepare written correspondence, forms, and documents related to consumer complaints.
- Maintain and update records related to consumer inquiries and complaints in an electronic database.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- 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 PUCT's mission and core values.
- Adhere to all PUCT personnel policies and division procedures and perform other work as assigned.

MINIMUM QUALIFICATIONS

- Graduation from High School or GED equivalent;
- A minimum of two (2) years of experience performing administrative work in an office environment and providing customer service to the public; and
- Fluently speak, read, write, and translate Spanish to English and English to Spanish.

PREFERRED QUALIFICATIONS

- Experience working as a customer service representative in a Call Center.
- Customer service experience with a state regulatory agency, telephone, electric or water consumers, 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.

- Knowledge of office practices and administrative procedures in a professional office setting.
- Knowledge of customer service principles and practices, including telephone etiquette and handling public inquiries.
- Skill in personal computers, word processing software, and database applications.
- Skill in communication clearly and professionally in writing and verbally with customers, staff, and external stakeholders.
- Skill in reviewing, entering and managing detailed information in electronic databases with accuracy and attention to detail.
- Ability to work collaboratively as a team member and independently with minimal supervision.
- Ability to maintain professionalism, diplomacy, and courtesy in all interactions, including with upset or difficult customers.
- Ability to fluently speak, read, write, and translate Spanish to English and English to Spanish.
- Ability to maintain regular attendance and adhere to the approved work schedule.

WORK SCHEDULE

The PUCT operates on a standard work schedule of Monday through Friday, 8:00 a.m. to 5:00 p.m. Employees have the opportunity to submit a request for an Alternative Work Schedule, which may include modified hours or a remote or hybrid work schedule.

Alternative Work Schedule requests will be reviewed on a case-by-case and approved based on the specific requirements of the role and the business needs of the Commission.

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 involves sedentary office work. It requires extensive use of computers, copiers, printers, and telephones, and necessitates communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and the knowledge, skills, and abilities needed for the role, including 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 computers, copiers, printers, and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting of objects up to ten (10) pounds.