

PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION

Classified Title:	Investigator II – III	Class Code:	1351 – 1352
Working Title:	Bilingual Customer Care Representative	Salary Group:	B14, B16
Division:	Customer Protection	FLSA:	Non-Exempt
Supervisor:	Intake Program Supervisor	Date:	05/10/23

GENERAL DESCRIPTION:

Perform routine to complex customer service work in the Customer Protection Division. Work involves answering routine and moderately complex telephone calls through the PUC's Customer Assistance Call Center, providing information on services provided by telephone, electric and water utilities. Answer inquiries, help consumers file complaints, and perform general administrative support work. Process informal complaints to conclusion. Work under moderate to general supervision with limited to moderate latitude for the use of initiative and independent judgment in interpreting laws and rules.

ESSENTIAL FUNCTIONS:

- Answer customer calls through the PUC's Customer Assistance Call Center, taking complaints and answering inquiries about telecommunications, electric and water utility services and applicable Commission rules, regulations, policies and procedures.
- Perform highly responsible technical duties involving theory and application of provisions of the Public Utility Regulatory Act, Substantive Rules, utility tariffs and Commission orders.
- Distribute publications including brochures, consumer tips and utility profiles to assist consumers in making utility decisions.
- Coordinate and maintain record keeping system and various filing systems as required by workload to ensure availability of all complaint files and data in assigned caseload.
- Review, process, and data enter complaint information into the PUC's complaint database; update information regarding customer and utility contacts.
- Analyze written and faxed complaints, inquiries, and opinions; properly code and enter in the PUC's complaints database and prepare data for distribution to processing staff.
- Prepare routine and special correspondence, forms, and documents.
- Maintain and update detailed records relating to customer inquiries and complaints in an electronic database.
- Work informal complaints to conclusion, including writing letters to customers and industry representatives.
- Serve as back up to the agency receptionist as needed to answer and route phone calls, take messages, greet and direct visitors to the appropriate staff.
- 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:

- Investigator II - Graduation from High School or GED equivalent **and** a minimum of two (2) years' experience performing 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 administrative work in a customer service environment.
- Ability to speak, write, read and translate Spanish to English and vice versa.

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 customers, or in a mediation or complaint resolution environment.
- Experience applying rules and established procedures to specific situations.

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.
- Skill in personal computer and word processing software.
- Possess professional telephone etiquette and excellent, diplomatic inter-personal skills.
- Ability to work efficiently as a team member as well as independently.
- Ability to present ideas and thoughts in a clear, concise, courteous and effective manner, both verbal and written.
- Ability to work in a professional manner with Commission management and staff members, 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 four (4) 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 reliable Internet service to perform job duties, 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.

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JOB DESCRIPTION ACKNOWLEDGMENT**

CUSTOMER CARE REPRESENTATIVE is an at-will employment position. It is, therefore, employment for no specified term of months or years, not under contract, and able to be terminated by the employee or the Public Utility Commission of Texas (PUCT) at any time for any reason other than those prohibited by state and federal law. The PUCT may use a system of progressive discipline prior to or instead of termination, but it is not required to do so.

The information provided below is not to be considered a contract. Its primary purpose is to provide an inclusive job description for the position of **CUSTOMER CARE REPRESENTATIVE** of the PUCT. It is also intended to provide background information to any member of the general public regarding the duties of **CUSTOMER CARE REPRESENTATIVE**.

An employee, by signing below, acknowledges that he or she has read the entire job description and understands the nature of at-will employment and the duties of the position.

SIGNATURES: *(Please sign and return the signed job description and the electronic file to Human Resources.)*

Employee Name (Print)

Date

Employee Signature