

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title:	Project Manager III - IV	Class Code:	1560, 1561
Working Title:	Public Engagement Coordinator	Salary Group:	B24, B26
Division:	Office of Public Engagement	FLSA:	Exempt
Supervisor:	Division Director	Date:	10/06/23

GENERAL DESCRIPTION:

Perform complex to advanced project management work in the Office of Public Engagement. Work involves developing, implementing and evaluating program outreach initiatives to improve the public's understanding of the agency's processes and policy issues and help the public participate at the PUCT. Work will also include overseeing and managing projects within the division. Work requires extensive contact, cooperation and coordination across divisions within the agency and the public. May assign duties and responsibilities and coordinate the work of others. Work under general to limited supervision with moderate to considerable latitude for the use of initiative and independent judgement.

ESSENTIAL FUNCTIONS:

- Assist the division director in developing and implementing initiatives to improve public participation at the PUCT.
- Work with division and other key staff and stakeholders to support the programming and other efforts that bolster the visibility and importance of the PUCT.
- Manage projects and execute initiatives within assigned timelines.
- Collaborate with other divisions and stakeholders; recommend and develop collateral materials to educate the public.
- Develop presentations and speak to groups of consumers.
- Communicate customer feedback and make recommendations to management.
- Assist Government Relations in resolving constituent issues and summarizing issues for a legislative audience.
- Respond to external inquiries and represent the Commission as required to discuss Commission programs, policies, projects, and rulemakings.
- Continue professional development and maintain knowledge of contemporary issues affecting electric restructuring, including maintaining current knowledge of Texas laws and rules and developments at FERC.
- Minimal level of travel required.
- 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:

- Project Manager III: Undergraduate degree from an accredited college or University **and** a minimum of three (3) years' full-time work experience, coordinating or administering programs, project management or public outreach or 4 years' experience in customer service in a call center or with a utility or regulatory company.
- Project Manager IV: Undergraduate degree from an accredited college or University **and** a minimum of four (4) years' full-time work experience in customer service, coordinating or administering programs, project management or public outreach or 5 years' experience in customer service in a call center or with a utility or regulatory company.

- Additional relevant work experience may be substituted for education on a year for year basis.

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 PUC policies and processes.
- Skill in personal computer and word processing software.
- Organizational skills and project management.
- Demonstrated ability to communicate clearly and effectively both orally and in writing, including ability to communicate with diverse populations.
- Skill in compiling, evaluating, and presenting information.
- Possess professional telephone etiquette and excellent, inter-personal skills.
- Ability to present ideas and thoughts in a clear, concise, courteous and effective manner, both verbal and written.
- Ability to work harmoniously and effectively with other staff members, industry representatives, other government agencies, and the public.
- Ability to attend work regularly and adhere to approved work schedule.

PREFERRED QUALIFICATIONS:

- Experience with a state government agency.

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.