

PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION

Classified Title:	Information Specialist II – IV	Class Code:	1831 – 1833
Working Title:	Public Liaison Specialist	Salary Group:	B17, B19, B21
Division:	Office of Public Engagement	FLSA:	Non-Exempt
Supervisor:	Division Director	Date:	04/12/23

GENERAL DESCRIPTION:

Perform moderately complex to advanced assistance the members to the public. Work involves serving as a liaison between the agency and the public and educating the public about how to participate in Commission activities. Work includes engaging with the public through direct outreach and education, responding to requests for assistance, and providing customer feedback to management. Work requires extensive contact and coordination with staff, Commission staff, and the public. Work under general to limited supervision with limited to considerable latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS:

- Research and respond to questions from the public regarding PUC policies and procedures.
- Recommend and develop collateral materials to educate the public.
- Develop presentations and speak to groups of customers.
- Communicate customer feedback and make recommendations to management.
- Represent the Office of Public Engagement on the PUC multi-lingual team.
- Conduct and participate in public meetings.
- Assist Spanish speaking customers by responding to customers in Spanish and developing Spanish language materials.
- 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:

- Informational Specialist II: Associate degree **and** a minimum of two (2) years' work experience in customer service, clerical, or administrative support. Additional relevant work experience may be substituted for on a year for year basis.
- Informational Specialist III: Associate degree **and** a minimum of three (3) years' work experience in customer service, clerical, or administrative support. Additional relevant work experience may be substituted for on a year for year basis.
- Informational Specialist IV: Associate degree **and** a minimum of four (4) years' work experience in customer service, clerical, or administrative support. Additional relevant work experience may be substituted for on a year for year basis.
- Ability to speak, write, read and translate Spanish to English and vice versa.

PREFERRED QUALIFICATONS:

Customer service experience with a state regulatory agency.

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.
- 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 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.