



## CONSUMER COMPLAINT SPECIALIST I

### **CHARACTERISTICS OF WORK:**

This is responsible work of a technical and public relations nature involving the investigation, analysis, and resolution of incidents relating to non-compliance with Mississippi state licensing, permits, and registrations. Work involves reviewing, analyzing, and determining the validity of complaints brought against regulated public utilities. The incumbent is responsible for the interpretation, application, and enforcement of Mississippi Public Civil Service rules and regulations and ensures adequate and reliable service to the consumer. Work involves considerable public contact with officials and representatives of public utility companies and the consumers of their services. The work is subject to review by an administrative superior.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university in Personnel Management, Accounting, Business Administration, Public Administration, or a field related to the scientific or technological functions of the employing agency;

**AND**

#### **Experience:**

One (1) year of experience related to the described duties.

**OR**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Five (5) years of experience related to the described duties.

**Substitution Statement:**

Related education and related experience may be substituted on an equal basis.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills

to adapt to changing organizational needs. Remains open to change and new information and ideas.

**TECHNICAL COMPETENCIES:**

**Customer Service:** Works with customers/consumers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

Ensures adequate and reliable service to consumers. Visits customers' premises to determine service conditions, service availability, and metering accuracies. Reviews and analyzes the validity of complaints brought against regulated public utilities by consumers.

**Conflict Management:** Manages and resolves conflicts, grievances, or disagreements in a constructive manner to minimize negative impact.

Negotiates settlement of complaint between company representative and consumers. Investigates, analyzes, and resolves incidents related to non-compliance with Mississippi state licensing, permits, and registrations.

**Information Management:** Identifies a need for and knows where or how to gather information.

Receives and classifies complaints logged against utility companies. Gathers and presents facts and evidence regarding incidents and accidents. Interviews necessary individuals to obtain facts and information.

**Public Relations:** Maintains effective and beneficial communications between the agency and its publics.

Maintains contact with officials and representatives of public utility companies and the consumers of their services. Makes oral and written reports containing research findings and recommendations.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Interviews persons and examines records to compile evidence for presentation to agency or law enforcement officials.
2. Conducts field investigations and performs surveillance as necessary to make inspections and monitor permitted activities.
3. Composes and compiles monitoring, investigative, and follow-up reports consulting with supervisors on specific actions to be taken.
4. Assists in the revision of Mississippi Public Service rules and regulations.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Receives and classifies complaints logged against utility companies.

Gathers and presents facts and evidence regarding incidents and accidents.

Interviews company officials during investigations of incidents or equipment failure.

Investigates the complaint at the utility company and visits the customer premises, with or without a company representative, to determine service conditions, service availability, and metering accuracies.

Investigates utility operations and services to ensure compliance with rules, regulations, and tariffs approved by the Commission.

Performs field investigations to determine validity of utility company franchise boundaries and prepares appropriate recommendations and testimonies regarding changes.

Testifies at Public Service Commission hearings concerning complaint investigations.

Completes required forms, reports, and document files.

Completes follow-up or supplemental reports on investigations as necessary.

Negotiates settlement of complaint between company representative and consumer.

Participates in the promulgation and revision of Commission rules and regulations and company tariff and rate design.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.