



Position Vacancy Announcement

Consumer Outreach Specialist CS-0301-11

PAY PLAN, SERIES AND GRADE:	CS-0301-11
AGENCY:	Office of the People's Counsel
AREA OF CONSIDERATION:	Agency Only
OPENING DATE:	November 1, 2016
CLOSING DATE:	November 7, 2016
NUMBER OF VACANCIES:	One (1)
SALARY RANGE:	\$56,852-\$73,295
TOUR OF DUTY:	Full-time, 40 hours per week (some evenings and weekends)
COLLECTIVE BARGINING UNIT:	This Position is not in a collective bargaining unit (non-union)

Job Summary

Under direct supervision of the Consumer Services Division Director, the Consumer Outreach Specialist coordinates and provides outreach and education programs to District of Columbia utility consumers, investigates and resolves consumer complaints and develops and maintains relationships with key community leaders, including Advisory Neighborhood Commissioners and civic and citizens' associations members. The Consumer Outreach Specialist:

- Serves as an expert on public utility trends and critical issues affecting the District's public utility consumers.
- Educates consumers regarding utility issues, investigates, negotiates and resolves complaints.
- Coordinates and attends community meetings and events to educate consumers about utility issues and provides concise, substantive oral presentations to consumers on public utility issues.
- Develops reports, presentations, articles, and other correspondence on public utility topics.
- Interacts with staff of District Government agencies and community organizations to resolve consumers' utility service complaints and to educate consumers about public utilities.

- Develops policies and practices to educate consumers about changes affecting the District's public utilities markets and their rights and responsibilities as consumers in a dynamic marketplace.

QUALIFICATIONS

- Working knowledge of national and local public utility trends.
- Superior skill in consumer complaint resolution.
- Superior skill in written and verbal communication.
- Proven ability to manage consumer-oriented projects.
- Proven ability to meet project goals, objectives and deadlines.

LICENSURES, CERTIFICATIONS AND OTHER REQUIREMENTS

A valid driver's license.

EDUCATION

Minimum requirement: A high school diploma; education and work experience considered or an associate's degree.

WORK EXPERIENCE

Three (3) years of specialized professional experience that has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of this position and is typically in or related to the areas of consumer satisfaction or relevant area. Utility regulatory experience is preferred.

WORK ENVIRONMENT

The work is performed in an office setting, but requires incumbent to attend outreach events at selected venues, i.e., schools, auditoriums, libraries, etc.

RANKING FACTORS

Ranking Factor #1: Describe your comprehensive knowledge of public utility trends and critical issues affecting the District's public utility customers.

Ranking Factor #2: Skill in oral and written communications sufficient to communicate with diverse groups.

Ranking Factor #3: Describe your ability to plan and coordinate multiple projects and project activities simultaneously that involve a combination of priorities.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that include the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the

best of your knowledge. FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.

CONDITIONS OF EMPLOYMENT

Physical Effort: There are no special physical demands required to perform this job. The work is primarily sedentary in nature, however, there are intermittent periods of standing, bending, stooping, and carrying of lightweight items.

Working Conditions: Work is performed in a typical office environment.

PRIORITY CONSIDERATION

Displaced Employee Priority Placement: Eligible for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS

Employee Benefits: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia Government's retirement plan. However, if selectee was previously employed in the District of Columbia Government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY REQUIREMENT

A person applying for a position in the Career Service, Educational Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over non-District applicants, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

INFORMATION TO APPLICANTS

Drug-Free Workplace: Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

Veterans Preference: Applicants claiming veterans' preference must submit official proof at the time of application.

HOW TO APPLY

Send your DC 2000, with ranking factors and resume to HR@opc-dc.gov

Contact Information: All inquiries related to employment and job applications should be directed to HR@opc-dc.gov.

DISPOSITION OF RESUME

Resumes received outside the area of consideration and/or after the closing date will not be given consideration. For the purpose of employment, resumes are not considered job applications. Therefore, a DC 2000 job application is required to be submitted.

CLOSING STATEMENTS

Job Offers: Official Job Offers are made by the OPC Office of Human Resources only.

Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

Equal Opportunity Employer: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

EEO Statement: The District of Columbia Government is an Equal Opportunity Employer.