Utility Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
UTILITY SPECIALIST I	2093	B21	$54,278 - $87,046
UTILITY SPECIALIST II	2094	B23	$61,184 - $99,658

GENERAL DESCRIPTION

Performs utility planning, regulatory, and program development work involving developing, administering, and evaluating utility programs.

EXAMPLES OF WORK PERFORMED

Reviews utility construction reports, service quality reports, and utility tariffs for compliance with agency rules, policies, and objectives.

Inspects and tests utility equipment to ensure proper operation.

Reviews utility rate filing packages to develop data for use in utility rate hearings.

Responds to consumer complaints.

Disseminates information to consumers and evaluates utility performance based on complaints.

Develops recommendations to correct problems.

Prepares and presents testimony as an expert witness.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level II may also perform work listed within the previous levels.

UTILITY SPECIALIST I: Performs complex (journey-level) utility planning, regulatory, and program development work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may routinely assist other staff in performing job duties of greater complexity.

***Note**: A senior-level employee (level II) may serve in a lead or supervisory role. Senior-level employees may perform the full range of work listed identified within every level and/or may oversee or coordinate that work for others.*

UTILITY SPECIALIST II: Performs advanced (senior-level) utility planning, regulatory, and program development work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees may:

- Analyze policy issues associated with the regulation of electric, telecommunications, and water and sewer utilities.
- Evaluate recommendations to correct problems and deficiencies and assess the formulation of recommended action to be taken.
- Plan and implement technical and analytical programs.
- Formulate statewide programs and policies.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of principles, laws, rules, regulations, and practices of utility operations; methods and techniques employed in the testing, computation, review, and analysis of utility matters; and utility budgeting and financial planning.

- Skill in using a computer and related software, in data analysis and problem solving, in generating financial and statistical reports, and in performing quantitative analysis.

- Ability to maintain effective relationships with utilities, consumers, and the public; to communicate effectively; and to provide guidance to others.

Additional for Utility Specialist II level

- Ability to oversee and/or supervise the work of others.