POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Public Utilities Commission of Ohio

DIVISION OR INSTITUTION
Service Monitoring and Enforcement Department (SMED)

UNIT OR OFFICE
Facility and Operations Field Division (FOFD)

Update 870000U

POSITION CONTROL NUMBER
20069923

CLASS TITLE
Public Utilities Administrator 3

CLASS NUMBER
23153

☒ State Agency ☐ County Agency ☐ New ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Public Utilities Administrator 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20069592 Deputy Director 6

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. to 5:00 p.m. 24 hour on call requirement

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
75	Act as division chief of the Facility and Operations Field Division (FOFD) and division of the Service Monitoring and Enforcement Department (SMED): administer, manage, develop and implement policies, and procedures work methods to direct overall operation of division to achieve safety, service quality enforcement and regulatory compliance. As division chief implements objectives of the electric, gas pipeline, telecommunication, and water and sewer sections. In consultation with the Service Monitoring and Enforcement Department (SMED) Director, develops, approves and executes policy and methods affecting the department/division's enforcement of service and safety standards, including primary responsibility for policy, procedures and methods pertaining to utility service quality, system reliability and system safety. Monitors and modifies investigation techniques to ensure enforcement of rules and regulations. Modifies existing and implements new programs to increase efficiency of division operations. Provides administrative guidance to staff regarding implementation of agency policies procedures, state, federal rules and regulations. Monitors the performance and supervises the technical investigation of electric, gas pipeline safety, telecommunication and water/sewer sections as well as supervising the compliance with industry minimum service and safety standards. Maintain contact with utility company officials and when necessary conducts difficult meetings and negotiations with utility company representatives. Directs the preparation of and reviews complex, technical reports pertaining to service and safety standards.	Knowledge of: (1) Budgeting; (5) Management; (7) Workforce Planning; (9b) Supervision; (10) Safety Practices for utility service quality and safety for all utility companies (gas, electric, telephone and water/sewer); (11b) Human Relations; (13b) Agency Policies and Procedures (PUCO); (14) Government Structure and Process (Chapter 49 Ohio Revised Code (ORC) and title 49 Code of Federal Regulations as related to the investor owned utility industries); (17) Business (e.g., public administration, business administration). Skill in: (25b) Word Processing (microsoft office software); (29) Equipment Operation (computer). Ability to: (30i) deal with variety of variables in somewhat unfamiliar context; (30l) define problems, collect data, establish facts and draw valid conclusions; (30m) interpret extensive variety of technical materials in books, journals and manuals; (30p) deal with non-verbal symbols in formulas, equations or graphs; (30q) understand most difficult classes of concepts; (30r) deal with many variables and determine specific action (e.g., research, production); (31h) use statistical analysis; (32q) understand manuals and verbal instructions, technical in nature; (32r) prepare meaningful, concise and accurate reports; (32t) use proper research methods, in gathering data; (32x) develop complex reports and position papers;

List Position Numbers and Class Titles of Positions Directly Supervised:
2 PUA Adm. 2's 20069908, 20069929
2 Utility Specialists 2's 20069907, 20069932
1 Utility Specialist 3 20069915

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

POSITION DESCRIPTION

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
		(34f) handle sensitive inquiries from and contacts with officials and general public; (34g) establish friendly atmosphere as division or large section chief; (34i) resolve complaints from angry citizens and government officials.
10	Serves as primary back-up to the agency's emergency response coordinator; directs and participates at the state's Emergency Management Agency (EMA) functions and call outs; drafts implementation proposals for agency's emergency response scenarios; and participates in other matters as requested by Agency Emergency Coordinator.	Knowledge of: 1,5, 7, 13b, 17. Ability to: 30r, (32p) interview job applicants effectively; 32t, (32u) prepare and deliver speeches before specialized audiences and general public; 34f, 34g.
15	Represents the Commission at meetings and conferences at state and federal levels. Prepares comments for department director when necessary for state and federal hearings. Functions as Commission authority and representative on issues related to quality, safety and service reliability. Prepares, reviews and approves confidential personnel records and reports. Determines overall staffing needs, interviews applicants and selects employees. Directs training programs for staff; administers promotion and advancement programs. Attends and participates in meetings, conferences, seminars and forums. Directs and present testimony in hearings.	Knowledge of: 5, 7, (8a) employee training and development; 9b, 10, 13b, 14, (16) interviewing. Skill in: 25b, 29. Ability to: 30r, 32r, 32t, 32u, 32x, 34f.
		Unclassified Position: 49; Chapter 4901.19 ORC

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2 Utility Specialists 2's 20069907, 20069932
1 Utility Specialist 3 20069915

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