

DEPARTMENT OF ENERGY AND ENVIRONMENTAL PROTECTION
JOB OPPORTUNITY
CONSUMER INFORMATION REPRESENTATIVE

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Public and State Employees

Location: Public Utilities Regulatory Authority (PURA), Operations/Administration Division
Ten Franklin Square, New Britain

Job Posting No: 00110174, 00110175, 00110176, 00110177

Type of Position: **Durational – Note the duration of this position is approximately two years.**

Annual Salary: \$56,932 - \$72,125 AR 20 Step 1

Closing Date: November 14, 2014

Eligibility Requirement: Candidates must have applied for and passed the Consumer Information Representative exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Description of Duties:

- Receives consumer complaints and inquiries by phone, in writing and in person;
- Independently investigates complaints or conducts research in response to inquiry, determines proper course of action or referral;
- Provides technical assistance and responds to technical consumer inquiries;
- Contacts individuals and companies by phone or in writing to notify them of complaint and request information relating to consumer's problem;
- Reviews applicable statutes, regulations and previous decisions of agency to determine whether violations may have occurred or to determine appropriate action to be taken;
- Provides consumer with all pertinent information and advises consumer about available courses of action or informs utility company, landlord or business of corrective action to be taken;
- Maintains records and writes reports;
- May negotiate or mediate between parties; prepare reports for and participate in hearings; or may draft cease and desist orders;
- Performs related duties as required.

Preferred Candidate Will Have:

- Knowledge of functions of regulatory agencies and other sources of consumer assistance;
- Excellent oral and written communication skills including interpersonal skills;
- Knowledge of conducting investigations or research;
- Strong ability to gather information from consumers and assistance resources and make appropriate referrals;

- Ability to interpret and apply laws and regulations relating to consumer complaints or technical inquiries;
- Ability to utilize computer software.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements must submit a cover letter, a resume, and a ([CT-HR-12 form](#)) Application for Employment. Current state employees must provide a copy of his/her last two performance appraisals to: **(Incomplete packages will not be considered)**

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Human Resources Division
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