

PUBLIC UTILITY COMMISSION JOB VACANCY ANNOUNCEMENT



Records Coordinator (Customer Service Representative I)

SUBMIT STATE OF TEXAS APPLICATION and Transcripts to:
PUC Mail Room, 8th Floor, Rm 8-100, 1701 North Congress Avenue, Austin, TX 78701, or
Email: Recruiter@puc.texas.gov, or
Fax: (512) 936-7054, or
www.workintexas.com

Application Process: Complete a State of Texas Application for Employment documenting how you meet the minimum qualifications. Resumes are not accepted in lieu of a completed application. If a college degree is a minimum required qualification, official/unofficial transcripts are required and must be submitted with the application (if you submit your application via www.workintexas.com, you must submit your transcripts via email to recruiter@puc.texas.gov). If you submit your application via workintexas.com, please **do not** submit another application directly to the PUC. Incomplete applications will not be accepted for consideration. Applicants interviewed will receive written non-selection notification.

Job Vacancy Number: 2019-22
Division: Agency Operations
Salary*: \$1,981.75 – \$2,500.00 /month
(Commensurate with Qualifications)

Salary Group: A09

Class: 0130

Type: Full-time Part-time Temporary

*The salary for an ERS Retiree or non-contributing member will be 9.5% less than the offered salary.

**Positions exempt from the Fair Labor Standards Act (FLSA) will earn compensatory time off rather than overtime for hours in excess of 40 hours per week.

Opening Date: December 14, 2018

Closing Date: Open Until Filled

Hours Per Week: 40

Established Work Hours: 8:00–5:00, M-F

(Flextime may be available with supervisory approval)

FLSA:** Non-Exempt

EEO Category: Clerical

VETERAN'S PREFERENCE

Veterans, Reservists, or Guardsmen with a Military Occupation Specialty (MOS) or additional duties that fall in the fields listed in the below link who meet the minimum qualifications are encouraged to apply.

The MOS codes applicable to this position can be accessed at:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

If you qualify for a Veteran Employment Preference, it is mandatory that you provide the required documentation with your State of Texas Application. Documentation must be provided before a Veteran Preference can be granted. Required documentation is as follows: Veteran – DD Form 214; Surviving Spouse of a Veteran who has not remarried – Marriage Certificate and DD Form 1300; Orphan of a Veteran who was killed during active duty – Birth Certificate and DD Form 1300.

GENERAL DESCRIPTION

Perform entry-level administrative, customer service, and technical support work under the direction of the Central Records Team Lead. Work involves processing filings received as official records and responding to inquiries from the public and staff concerning PUCT filing procedures. Work under close supervision with minimal latitude for the use of initiative and independent judgement.

ESSENTIAL FUNCTIONS

- Assist customers, utility representatives, staff and general public courteously in person or by telephone for requests of general information, current filings and pending dockets.
- Monitor and ensure that all filings received meet all filing guidelines with regard to filing and scanning (PUC Proc. R. 22.71 Filing of pleadings and other materials) and (PUC Proc. R. 22.72 Formal requisites of pleadings to be filed with Commission).
- Perform data entry and verify accuracy of daily filings into the Agency Information System (AIS).
- Provide first tier customer support for the PUC Filer Program and Interchange System for non-technical questions.
- Evaluate documents for compliance with federal and state privacy laws prior to Central Records processing.
- Create, maintain and route mail, correspondence, activity logs, files and reports on services.

- Perform other Central Records functions in a back-up capacity.

MINIMUM QUALIFICATIONS

If a college degree or a particular educational certificate is a minimum required qualification, official or unofficial transcripts must be submitted with the application.

- Graduation from an accredited high school or GED equivalent.
- One (1) year experience working in an office environment performing duties as an administrative assistant, customer service representative or records clerk.

PREFERRED QUALIFICATIONS

- Experience in document imaging and records management.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of accepted business practices and administrative procedures.
- Skill in managing work time efficiently to complete multiple assignments within designated time periods.
- Skill in proficient use of personal computer in a Microsoft Windows environment using Word and Excel.
- Skill in using effective written and verbal communication to convey information in a clear and concise manner.
- Ability to produce a high volume of quality work under short deadlines.
- Ability to consistently meet internal and external customer needs and expectations in a professional manner.
- Ability to establish and maintain effective working relationships with co-workers, agency staff and management.
- Ability to attend work regularly and adhere to approved work schedule.

REMARKS

- An internal applicant who is selected for a position in their current salary group with the same or new state classification title will not receive a salary increase.
- Candidates invited to interview may be given a writing skills exercise.
- If required for position, licensure as a Professional Engineer or to practice law in Texas will be verified on the selected candidate through either the Professional Board of Engineers or the State Bar of Texas.
- Some positions may require additional work hours including evenings, weekends, and/or holidays to meet critical deadlines. Employees will earn compensatory time or overtime dependent on FLSA status.
- More than one position may be filled under this posting. Employees are required to comply with agency policies and provisions outlined in the employee handbook.
- The job posting in no way states or implies that the duties listed above are exclusive. Employees are required to perform other duties as may be assigned.
- A satisfactory driving record is required for driving a state or personal vehicle to conduct agency business. Selected candidates will have their driving record evaluated in accordance with the Commission's Traffic Safety policy.
- For males born on or after January 1, 1960, the PUC will verify proof of Selective Service registration through the online Selective Service System. Any males born after January 1, 1960 who are not registered will need to provide proof of exemption from the Selective Service registration requirement.
- The Public Utility Commission participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.
- The PUC has a *Post-Employment Restriction* – details furnished upon request.
- Female and minority applicants are encouraged to apply.
- The PUC is an Equal Employment Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, veteran status, age or disability in employment or the provisions of services.
- In compliance with the Americans with Disabilities Act (ADA), the PUC will provide reasonable accommodation for individuals with a disability. An individual requiring a reasonable accommodation should contact Human Resources at (512) 936-7060 or humanresources@puc.texas.gov.