

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2337900

Chief Utility Consumer Programs, M-5

Brief Description of Class

Chiefs Utility Consumer Programs manage large sections within the Office of Consumer Services (OCS) at the Department of Public Service.

Distinguishing Characteristics

Chief Utility Consumer Programs: managerial level; under the general direction of a Deputy Director or Director, directs and manages a large OCS section, supervises multiple Utility Consumer Assistance Specialists 5 or equivalent staff, and participates in the formulation and implementation of OCS and Public Service Commission policies involving customer service.

Illustrative Tasks

Coordinates the work of the assigned section with other sections within OCS, and with other offices of the Department.

Works with the Director on developing programmatic objectives, evaluation criteria, and timetables for functions to be carried out by the section.

Provides expert, technical advice to other offices.

Directs the promulgation of Public Service Commission Rules and Orders related to the rights and obligations of consumers.

Reviews and evaluates operations and procedures in the section to ensure the uniform application of policies and procedures by staff.

Coordinates staffing needs of the section with other Chiefs, the Deputy Director, and the Director. Recommends appropriate staffing for each area and prepares reports to recommend and justify personnel requirements.

Compiles all operating and statistical reports reflecting the activities of the section.

Attends Public Service Commission meetings to advise and make recommendations to the Commission as to technical, factual, and policy matters pertaining to the work of the section.

Performs the full range of administrative supervisory duties such as evaluating staff performance, and staff training and development.

Minimum Qualifications

Chief Utility Consumer Programs

Promotion: one year of permanent service as a Chief of Gas and Petroleum Safety, Chief Utility Programs, Power Systems Operations Specialist 5, Supervisor Regulatory Economics, Supervisor Utility Accounting and Finance, Utility Consumer Program Specialist 5, Utility Consumer Assistance Specialist 5, or Utility Supervisor (including parentheses).

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 07/2023

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