

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

Classification & Salary Guidelines

Occ. Code 2335900

Director Public Service Programs, NS M-4, M-5, M-6, M-7 2335900

Brief Description of Class

Director Public Service Programs incumbents direct Department of Public Service's (DPS) programs with statewide impact; direct the regulation of electric, gas, steam, telecommunications, and water utility services; provide administrative support to the Public Service Commission and the department; and serve as liaison with key control and other State agencies.

Distinguishing Characteristics

Director Public Service Programs

Factors that determine the level of Director Public Service Programs include nature and scope of the program(s) managed; complexity of processes and governing policies and regulations; and the number and level of subordinate staff.

M-4: oversees small public service programs; and supervises a small number of program staff.

M-5: oversees medium public service programs; and supervises a moderate number of program staff, or small number of program staff for moderately complex utility regulatory programs.

M-6: oversees large public service programs; and supervises a large number of program staff, or medium number of program staff for the most complex utility regulatory programs.

M-7: oversees the largest public service programs; and oversees the largest number of program staff, and large number of program staff for the most complex utility regulatory programs.

Illustrative Duties

Director Public Service Programs

- Direct an office in DPS, manage all administrative and technical operations, and oversee recruitment and staff development activities.
- Ensure compliance with relevant regulations and adherence to best practices regarding electric, gas, steam, telecommunications, and water services provided to consumers.
- Develop budget and monitor expenditures, ensure compliance with all applicable fiscal policies and procedures, and provide cost-benefit analysis.
- Oversee the preparation of Commission orders, rules, and regulations; and ensure compliance with requirements of Law.
- Analyze proposed legislation and formulate recommendations in areas that affect the Commission's rules, regulations, and responsibilities.
- Attend Commission meetings and advise on technical and policy matters related to competition, rates, utility finance, transmission and distribution, safety, consumer services and education, the environment, and other regulatory issues.
- Represent the Commission at hearings, conferences, and before federal offices, and as members of various committees of the National Association of Regulatory Commissions.
- Testify as an expert witness in important Commission cases and supervise the preparation of testimony.
- Coordinate with other offices in the execution of analyses, studies, reports, and plans related to utility regulation.
- Meet with members of utilities, their counsel, and the general public on regulatory matters.
- Manage the resolution of consumer complaints and utilize consumer input to develop consumer policy.
- Maintain and update DPS Emergency Management Operations Protocols.
- Supervise professional and support staff.

Minimum Qualifications

M-4: bachelor's degree and seven years of relevant experience.*

M-5: bachelor's degree and eight years of relevant experience.*

M-6: bachelor's degree and nine years of relevant experience.*

M-7: bachelor's degree and ten years of relevant experience.*

*Substitutions: four years of relevant experience or associate's degree and two years of relevant experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of relevant experience; Ph.D. may substitute for two years of relevant experience.

Note: Classification & Salary Guidelines illustrate the nature and scope of duties and responsibilities of the exempt classes they describe, and the recommended salary ranges for such classes. These guidelines cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those recommended for appointment at the time the guidelines were written.

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