



Job Details: Associate Director Division

Job Title: **PROGRAM SUPPORT ASSISTANT**

Location: 655 15th Street, suite 200, Washington, DC

Remote: 3 days in, 2 days Telework

Pay Rate: \$54,183 - \$84,167

This position is **not** in a collective bargaining unit

How to Apply:

Send resume and cover letter to HR@OPC-DC.GOV

The Office of the People's Counsel is an independent agency of the District of Columbia government. By law, it is the advocate for consumers of natural gas, electric, water, and telephone services in the District. District of Columbia law designates the Office as a party to all utility-related proceedings before the Public Service Commission. The Office represents the interests of District ratepayers before federal regulatory agencies and is authorized to investigate the operation and valuation of utility companies independent of any pending proceeding.

The incumbent serves as Program Support Assistant to the Office of the People's Counsel, is assigned to a Division Manager, and is responsible for providing information to the OPC leadership team, managers, and supervisors regarding OPC office support requirements and processes; and performing staff work in support of the of accomplishment of OPC overall programs and mission. The incumbent performs a wide variety of assignments that include clerical, assistant, technical, staff, administrative, analytical, and evaluative work related to OPC programs and operations.

The incumbent serves as a Program Support Specialist in the Office of the People's Counsel, Consumer Services Division, and Water Services Division, and reports to the Associate Director Divisions. The incumbent performs a wide variety of assignments that include receiving requests for consumer services, technical, staff, administrative, analytical, and evaluative work related to the Consumer Services and Water Division's educational and outreach programs

MARJOR DUTIES AND RESPONSIBILITIES

The incumbent performs administrative functions and staff work in support of the work performed by staff members in the Consumer Services Division and Water Services Division. The incumbent collects data and special projects performed by the staff and ensures required projects are collected and in accordance with established deadlines. The incumbent implements various solutions to address the issues and reports unresolved issues to the Associate Director, of the Consumer Services Division (CSD) and Water Services Division (WSD).

The incumbent performs intake duties as set forth in the OPC Consumer Complaints Manual, analyzes the incoming requirements, and submits them to the appropriate CSD/WSD staff member. The incumbent monitors and tracks the completion of the incoming assignments and maintains weekly reports documenting the status of each. The incumbent follows up with CSD/WSD staff members when assignments are approaching delivery deadlines and notifies the Associate Director of pending assignments that require intervention to meet established deadlines.

Maintains records and files as determined by the Associate Director. The incumbent provides administrative support functions including receiving visitors to the office, may also serve as a relief for the front desk activities, answers incoming phone calls, takes clear complete messages, responds to inquiries refers visitors to the appropriate CSD/WSD staff, and provides messages to CSD/WSD staff members in a timely, accurate, and professional manner.

Performs analytical, administrative, program, and technical support work to CSD/WSD staff members in support of the OPC mission and CSD/WSD service delivery. The incumbent creates filing systems and maintains correspondence in accordance with record retention and file management protocols. Manages the incoming mail, creating a record of incoming requests, sorting the incoming communications, and providing to the appropriate CSD/WSD staff members, including ensuring interoffice and intra-office correspondence is distributed and received in a timely manner. The incumbent independently manages routine and special events mailings and determines the appropriate method for outgoing mail to ensure compliance with the type (certified, return receipt, etc.) and timely (next day, overnight, or courier) methods to meet the requirements of the Office.

Creates correspondence, memoranda, and other documents generated by the Associate Director. The incumbent prepares final documents from rough drafts and notes, using applicable Microsoft Programs such as Word, PowerPoint, Excel, and other computer software and programs. The incumbent ensures documents are prepared in accordance with required formats, are proofread and error-free, and are completed within stated timelines. The incumbent will assist the Associate Director with meeting management, project management, vendor management, data analysis, and several duties that include written and oral communication with internal and external stakeholders.

The incumbent attends and provides administrative support at OPC, and off-site functions throughout the District of Columbia, including attendance at community outreach and educational programs throughout the District of Columbia. The incumbent is required to analyze and evaluate the nature and purpose of each program to determine the administrative services necessary to support OPC prior to, during, and after the program. The incumbent is responsible for ensuring the appropriate administrative resources are available and appropriate administrative practices are followed.

The incumbent may be required to perform motor vehicle operator services for the Office of the People's Counsel, CSD/WSD. The incumbent ensures members of the staff are transported to various meetings, hearings, events, etc. throughout the District of Columbia.

QUALIFICATIONS

Applicant must possess one (1) year of specialized experience equivalent to the CS-8/9 grade level of the District of Columbia government service or its non-District equivalent that demonstrates knowledge, ability, and a proven track record.

- Comprehensive knowledge of the Office of People's Counsel's vision, mission, purpose, and core functions.
- Knowledge of administrative and office procedures, techniques, guidelines, and policies.
- Skill in applying analytical techniques to the identification, consideration, and resolution of office issues or problems of a procedural or factual nature. • Strong verbal and written communication skills that add value to a professional work environment
- Skill in conducting interviews to obtain information about office and intake functions and work procedures.
- Knowledge of basic rules of grammar good proofreading skills and advanced customer service skills
- Knowledge of various office equipment and computer software to develop office documentation and reports.
- Excellent organizational skills to prioritize assignments and manage projects
- Ability to recognize the need for and maintain confidentiality with respect to Office documents and client information.
- Able to work in a fast-paced work environment onsite, virtually, and in the community

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