



Job ID# 26545

Job Title: **Program Analyst (Consumer Services)**

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

Remote: 3 days in, 2 days Telework

Pay Rate: \$ 80,783.00 - \$ 103,333.00

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

How to Apply: careers.dc.gov

The Office of the People's Counsel is an independent agency of the District of Columbia government, and by law, is the advocate for consumers of utility services in the District. The Office is a statutory party in 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 a Program Analyst in the Office of the People's Counsel. The incumbent conducts a quantitative and qualitative analysis of outreach and educational programs provided to the District of Columbia utility consumers. The primary purpose of this position is to provide analytical services in support of the outreach and educational programs provided by the Consumer Services and the Water Division. The incumbent reports to the Associate Director of, Consumer Services and Water.

Major Duties

The Program Analyst develops analytical processes and procedures for the Consumer Services Division (CSD) and the Water Services Division (WSD) that contribute to the performance of both divisions. This includes identifying the resources needed and coordinating with essential internal and external stakeholders to complete the outreach and educational program requirements

The incumbent establishes processes and procedures to ensure that necessary administrative and regulatory requirements are met to support the consumer services outreach and educational programs. Establish and maintain policies and procedures to ensure the services provided align with divisional goals and objectives.

Compliance and Policy Analysis:

- Ensure administrative and regulatory requirements are met to support consumer and water services outreach and educational programs.
- Analyze policies and procedures to ensure alignment with divisional goals and objectives.

- Review and provide comments on outreach and educational programs to ensure compliance with guidelines and policies.

Data Analysis and Reporting:

- Maintain a database of all Consumer and Water Service Programs, providing analytical support for outreach activities.
- Conduct trend analysis and measure the effectiveness, efficiency, and productivity of outreach and educational programs.
- Monitor social media and other platforms to assist with consumer needs and identify expansion strategies.

Stakeholder Coordination and Relationship Management:

- Coordinate with internal and external stakeholders to identify resources and complete outreach and educational programs.
- Collaborate with consumer service staff members, DC government partners, and community-based organizations to plan and conduct outreach events.
- Consult with consumer services staff to address and resolve issues, concerns, and regulatory requirements.

Strategic Planning and Management Support:

- Assist in the oversight and maintenance of the ServiceNow- Consumer Management System and monitor strategic initiatives and Key Performance Indicators (KPIs).
- Conduct studies, analyze findings, and make recommendations to support divisional planning and decision-making.
- Develop manuals and directives covering administrative aspects of consumer services programs and provide guidance on management techniques and methods of improvement

QUALIFICATIONS & EXPERIENCE

Applicant must possess one (1) year of specialized experience equivalent to CS-11 grade level of the District of Columbia government service or its non-District equivalent that demonstrates knowledge, ability, and a proven track record with progressively responsible experience in a professional environment. 3 or years of experience in analyzing data.

Ability to apply quantitative and qualitative analytical concepts and methods to come up with data-based recommendations on how to improve community outreach programs.

Ability to conduct in-depth research, data analysis, and report findings.

Skilled in conducting detailed analyses of complex functions and work processes including examination of consumer service programs; past, present, and programmed workloads; nonproductive time; and deviations from standards to determine validated resource requirements for the services provided.

Ability to communicate effectively, both orally and in writing, and via outlets.

Ability to create content for social media and other forms of electronic communication, such as video.

Ability to effectively interact with staff in the Office, District government officials and employees, utility company liaison, private sector, federal government, and the general public

EDUCATION

A bachelor's degree in business or related field is preferred.

LICENSE AND CERTIFICATION

None

WORKING CONDITIONS/ENVIRONMENT

Work is primarily performed in an office setting

PROMOTION POTENTIAL

None

OTHER SIGNIFICANT FACTS

The incumbents of this position will be subject to enhanced suitability screening pursuant to Chapter 4 of DC personnel regulations, Suitability.

EEO STATEMENT

The District of Columbia Government is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.