



Job Details: Consumer Services and Water

Job Title: **Associate Director for Consumer and Water**

Location: 655 15<sup>th</sup> Street, suite 200, Washington, DC

Remote: 3 days in, 2 days Telework

Pay Rate: \$127,030.00 - \$177,839.00

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

### **How to Apply:**

Send resume and cover letter to [HR@OPC-DC.GOV](mailto:HR@OPC-DC.GOV)

### **Overview:**

The incumbent serves under the general administrative direction of the Chief of Staff. Supervision consists largely of informal discussions and consultation. As a member of the OPC leadership team, the incumbent works closely with OPC leadership colleagues to ensure policies, concepts, and general approaches are implemented in support of OPC's programs and services. The incumbent makes independent decisions consistent with water and consumer services goals and OPC's defined programs and objectives. The incumbent exercises a broad latitude of authority and judgment limited only by OPC policy, for planning, developing, and coordinating water and consumer services programs and objectives. Within the framework of broadly defined management objectives, the incumbent exercises maximum freedom in establishing plans and policies to ensure the accomplishment of programs and projects efficiently and effectively.

### **Responsibilities:**

**Leadership and Management:** Provides direction and management over the consumer and water services divisions' employee development and training activities. Manages and supervises the assigned workforce with overall responsibility for executing various OPC water and consumer services programs and all related operational aspects.

**Strategic Planning and Implementation:** Leads the planning, implementation, and management of effective water and consumer services in support of OPC's strategic and operational goals. Promotes the utilization of outreach strategies and advocacy service delivery approaches; directs and oversees the implementation of strategies to meet emerging data requirements.

**Program Integrity:** Ensures the development and maintenance of an efficient system of internal and external program integrity, including managing water and consumer complaints and the resulting actions. Coordinates program integrity issues with the Chief of Staff, Deputy People's **Counsel, and other key stakeholders.**

**Human Capital Management:** Ensures the successful execution and use of human capital management principles within the Water and Consumer Services Division. Recommends and assists with processes used throughout OPC reflecting sound organizational structure and effective position management principles.

**Policy Development:** Provides executive-level guidance for the development of policies and procedures for Water and Consumer Services administrative activities. Ensures the establishment of effective alternative dispute resolution programs and maintains a discrimination-free workplace.

**Operational Oversight:** Reviews and approves work plans to be accomplished by subordinates; works with subordinate supervisors to prioritize and schedule completion of work. Provides executive oversight and management of OPC's water and consumer services and management support activities, including OPC's strategic planning process.

**Liaison and Representation:** Works collaboratively with the Chief of Staff, Deputy People's Counsel, and OPC program directors in support of overall OPC goals. Serves as the primary liaison with District of Columbia Government stakeholders on consumer and water service issues.

**Outreach Programs:** Plans and directs the DC government's consumer and water services outreach programs for managing and improving the delivery of advocacy services.

#### **Evaluation and Guidelines:**

**Work Evaluation:** The incumbent's work is evaluated based on the fulfillment of program objectives, the impact of advice and leadership, results of decisions, and overall contributions to the accomplishment of OPC's mission.

**Guidelines:** Guidelines consist of agency policies and procedures, Executive directives, Mayoral Orders, and guides under the DC Water Consumer Protection Amendment Act of 2018. The incumbent uses expert judgment in interpreting guidelines, identifying areas for further development, and evaluating the significance of new developments.

**Qualifications:**

**Expert Knowledge:** Mastery of the mission, functions, goals, objectives, organizational structure, and individual program responsibilities of the agency. Expert knowledge of utility and water regulatory principles and customer service theories.

**Leadership Skills:** Demonstrated leadership and management skills to effectively manage a program and staff. Knowledge of personnel management policies governing the District of Columbia government.

**Analytical Skills:** Mastery of management principles, procedures, and techniques of analysis and evaluation. Demonstrated experience in policymaking and executive functions.

**Communication Skills:** Superior oral and written communication skills, with the ability to prepare and present reports, recommendations, and presentations. Ability to provide testimony and supporting documentation.

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