

Associate Director, Consumer & Water Services

Job Title

Associate Director, Consumer & Water Services

Job Details

- Job ID: 30185
- Grade: 15
- Appointment Type: MSS · Regular
- Status: Full-Time, Regular
- Area of Consideration: Open to the Public
- Salary Range: \$127,030 · \$177,839
- Open Date: August 5, 2025
- Closing Date: August 20, 2025
- Vacancies: 1

About the Office

The Office of the People's Counsel (OPC) is an independent agency of the DC government, advocating for utility consumers. The Office participates in utility-related proceedings and represents ratepayers before local and federal regulatory bodies.

Position Overview

The Associate Director provides executive leadership for the Consumer Services and Water Services Divisions, ensuring strategic outreach, complaint resolution, and alignment with OPC's mission. This role involves managing staff, overseeing training, and engaging with community stakeholders.

Key Responsibilities

- Lead and manage consumer and water services programs
- Oversee staff development and training
- Serve as liaison with DC agencies, community groups, and stakeholders
- Represent OPC at public events and meetings
- Ensure program integrity and effective complaint resolution
- Supervise data collection and analysis
- Guide strategic planning and outreach initiatives
- Develop policies for administrative operations
- Promote human capital management and organizational efficiency

Qualifications

- Minimum 1 year of specialized experience at the MS-14 level
- Supervisory and management experience required
- Project management experience preferred

Education

- Bachelor's degree in business, public administration, or related field, plus 6–8 years of relevant experience in leadership and management.