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STATE OF NEVADA  
PUBLIC UTILITIES COMMISSION

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REBECCA WAGNER  
Commissioner

DAVID NOBLE  
Commissioner

CRYSTAL JACKSON  
Executive Director

**Unclassified Position Announcement**

**SENIOR COMPLIANCE INVESTIGATOR**

The Public Utilities Commission of Nevada is seeking qualified applicants for the position of Senior Compliance Investigator for Regulatory Operations, Consumer Complaint Resolution Division. This is an unclassified full-time position within Nevada State Government.

**Recruitment:** This is an open competitive recruitment, open to all qualified persons.

**Approx. Annual Salary Up To \$66,039** (Salary reflects retirement (PERS) contributions by both the employee and the employer. An employer paid contribution plan is also available with a reduced gross salary.) Please note: Furlough leave is mandatory for Nevada State employees and will result in a reduction of income of approximately 2.3% (or 6 furlough days per fiscal year) through June 30, 2015. The Salary listed above does not reflect the reduction from the required furlough.

**Resumes Will Be Accepted Until:** 12:00 p.m., Wednesday, July 24, 2013

**Recruiting For:** A vacancy in Carson City or Las Vegas, Nevada. Must be available for travel, primarily in-state, (typically up to 25% of the time) is required. Must be reasonably available outside the normal work day for activities and events.

**The Position:** The Consumer Complaint Resolution Division is responsible for responding to utility consumer needs, problems and inquiries. The Division is responsible for receiving, investigating and mediating complaints that arise between customers and their serving utilities (i.e., electric, gas, telecommunications, water and sewer). The Division also tracks complaint levels and appraises the Commission of arising problem areas and makes recommendations to the Commission and the utilities regarding possible changes in policies or practices regarding the improvement of customer service and complaint resolution. The Division is responsible for coordinating and staffing all General Consumer Sessions for the agency.

Under general direction, the Senior Compliance Investigator is responsible for providing direct oversight and supervision of the program in the Las Vegas and Carson City offices; and ensuring the goals and objectives of the division are appropriately met. These duties are in addition to receiving, investigating and mediating complaints that arise between customers and their serving utilities.

**Skills Required:** Must be able to work independently with minimal supervision as well as in a team environment in collaboration with other compliance investigators, division

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managers/supervisors, attorneys, economists, engineers, and auditors; compile and summarize information and prepare periodic or special reports related to case assignments; and contribute effectively to the successful accomplishment of divisional and Commission goals, objectives, and activities. Must be able to investigate consumer complaints by gathering information and analyzing data, practices and processes, formulating logical and objective solutions, and mediating disputes. Must be able to work with a broad range of people without letting personal opinions or positions influence work procedures, products or processes. Must possess skill in effective written and verbal communication; required skills also include planning, prioritizing and executing timelines without the need for supervision. Must be highly professional, well-organized, self-motivated, and possess leadership skills. May be expected to perform additional job-related duties and may be required to have or develop additional specific job-related knowledge and skills. Must be available for travel (typically up to 25% of the time) is required.

**Minimum Qualifications:** Master's degree from an accredited college or university with major course work in finance, economics, accounting, psychology, social work, business administration, or closely related field and studies or work experience pertaining to regulated industries; OR Bachelor's degree from an accredited college or university and two years of progressively responsible professional level experience in an investigative, regulatory or comparable setting; OR an equivalent combination of education and experience.

**Submit Cover Letter, Resume, and Writing Sample / Direct Inquiries To:** Interested applicants must submit a cover letter, resume and an unedited writing sample to:

Donna Skau, Commission Secretary  
Public Utilities Commission  
Email [dskau@puc.nv.gov](mailto:dskau@puc.nv.gov)

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