WASHINGTON UTC UTILITIES AND TRANSPORTATION COMMISSION

Compliance Investigator

Recruitment # 1009 2919 CPS
Olympia, Washington
Visit our website at www.wutc.wa.gov

October 21, 2009

Working Title:	Compliance Investigator
Type of Position:	Full-Time, Permanent
Location:	Olympia, Washington
Salary Range:	$3,549 – $4,653 per month
Benefits:	The UTC offers a comprehensive benefits package
Closing Date:	This recruitment will close on November 4, 2009.

Protect consumers.
Investigate the business practices of regulated companies.

The Washington Utilities and Transportation Commission (UTC) is seeking an experienced individual to investigate the business practices of regulated utility and transportation companies to ensure they are in compliance with state regulations and rules and are treating customers fairly.

AGENCY OVERVIEW

The UTC regulates the rates, services and practices of privately-owned utilities and transportation companies, including: electric, telecommunications, natural gas, water, and solid waste collection companies, private commercial ferries, buses and household goods movers. The agency also enforces pipeline and railroad safety standards.

The mission of the UTC is to protect consumers by ensuring fairly priced, available, reliable and safe utility and transportation services. The UTC helps consumers make informed choices; provides regulatory oversight in the absence of competitive markets; ensures consumer protection is maintained during and after the transition to more competitive markets; and ensures public safety is achieved by minimizing hazards resulting from company practices.

POSITION ROLE AND RESPONSIBILITIES

This position is responsible for independently investigating permitted and non-permitted companies operating within the UTC's jurisdiction to ensure each company is abiding by statute, rule, order, tariff or price list; that it is treating customers fairly, reliably and safely; and that it is responding as required to the commission and staff. Investigations conducted by this position are typically unprecedented, complex, or unique investigations. This position will recommend and implement sanctions or other compliance actions to the commission based on findings and conclusions; provide expert oral or written testimony in adjudicated or other proceedings; provide technical assistance regarding state statutes and rules related to public utility and transportation regulation; monitor ongoing and future compliance; develop, analyze, and recommend policies regarding consumer protection issues; and participate in or lead commission rulemakings.

REQUIRED QUALIFICATIONS - The UTC is most interested in candidates who have the following:

- Three years of experience as an investigator with a governmental agency or private organization determining compliance with statutes, rules, or other requirements.

- Ability to research and gather information relevant to the investigation process.
- Ability to conduct successful interviews with the ability to get to the truth.
- Knowledge of methods, principles, standards and techniques of investigations, auditing, and record keeping.
- Customer Focus – Responsive to both internal and external customers. Works with customer to identify needs; assumes responsibility for own role in meeting those needs. Ensures commitments to customers are met. Receptive to customer feedback.
- Results Focus – Accepts personal accountability for individual results or share of team results. Manages workload and interpersonal relationships to achieve results: prioritizes tasks appropriately, overcomes obstacles, works with others as necessary, and meets deadlines and quality standards.
- Communication Skills - Demonstrates communication skills (reading comprehension, writing, listening, speaking) appropriate to the position. Shows respect and courtesy in interpersonal communications.
- Adaptability/Flexibility - Open to new ideas. Responds constructively to change and stressful situations. In consultation with supervisor, adjusts plans to meet changing needs.
- Self-Development – Demonstrates proactive learning. Keeps knowledge and skills up-to-date. Solicits and accepts constructive feedback. Seeks developmental assignments to improve skills. Turns challenges into learning opportunities.

DESIRED QUALIFICATIONS:

- College level course work with major emphasis in criminal justice, law, public administration, business administration, or allied field.
- Proficient with Microsoft Word, Outlook, Excel and Power Point.
- Ability to present information orally and testify in administrative hearings.
- Negotiation and mediation skills.
- Knowledge of utility regulation and practices; current economic, social, and political developments within regulated industries; and current trends in public utility regulation. Knowledge of state and federal laws and commission rules and regulations pertaining to regulation of companies.

SPECIAL NOTES:

Conflict of Interest: RCW 80.01.020 limits UTC's ability to employ any person who owns stock in any company the UTC regulates or is otherwise financially interested in such company. Such interests include those of an employee's spouse.

Authorization to Work: UTC may only hire those who are legally authorized to work in the United States.

Union Security: This position is covered by a union shop provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees (WFSE) and pay dues or as a non-member pay an agency shop fee, a non-association fee or a representation fee. The union shop provision shall be effective no later than the 30th day following the effective date of the appointment.

APPLICATION PROCESS: Please submit the following materials:

1. A cover letter describing how you meet the position qualifications.
2. A résumé which includes your employment history.
3. Completed Supplemental Questionnaire. See Below.
4. Two samples of investigative reports or technical documents that you have written.
5. 3-5 Professional references with direct knowledge of your qualifications for this position along with current contact information for each. Please include at least one reference from a current and former supervisor, and one from a current or former peer.

6. The UTC will appreciate your voluntary cooperation in filling out the applicant profile data form and submitting it with your application materials. This information is for reporting purposes only and is strictly confidential. To download the form click **Applicant Profile Data form

Please send your materials to:

Email is preferred	If email is not possible mail materials to
Email: **Jobs@utc.wa.gov** Subject Line: **Recruitment # 1009 2919 CPS**	**Recruitment # 1009 2919 CPS** Human Resource Office Washington Utilities and Transportation Commission PO Box 47250 Olympia, WA 98504-7250
By submitting materials you are indicating that all information is true and correct. The state may verify information. Any untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed.	

QUESTIONS? Please call 664-1243 if you have any questions about this recruitment.

Visit these links to learn more about the UTC **http://www.wutc.wa.gov**, the state of Washington **http://access.wa.gov**, and the Olympia area **http://www.experiencewa.com/v5/poi/poi.aspx?poiId=1143.**

The Utilities and Transportation Commission is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial, and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Susan Holman at sholman@utc.wa.gov or 360 664-1243. Our statewide toll free TTY number is 800 416-5289.

SUPPLEMENTAL QUESTIONNAIRE – COMPLIANCE INVESTIGATOR

Please answer the following questions and submit with your application materials.

1. Please describe a particularly successful investigation that you led, including the following information.
    a. What type of compliance issues were you looking into?
    b. Did you work alone, or as part of a team, on the investigation?
    c. What did "success" look like in this investigation?
    d. What went especially well for you?
    e. Did you encounter any significant problems during the investigation? If yes, please describe the problem and how you worked through it.
2. Please outline what you believe to be the most important steps to take in initiating an investigation.
3. What resources do you regularly use in your investigations?
4. What steps do you take to determine enforcement actions to ensure future compliance?
5. If you have provided written or oral testimony during administrative or legal proceedings, please briefly describe three situations where you have done so.
6. If you have experience working with organizations or companies to come to some form of settlement (whether a formal agreement or other more informal mediation) please briefly describe three situations where you have done so.