

REVENUE PROTECTION UTILITY ANALYST

NATURE OF WORK IN THIS CLASS:

This position provides leadership for the Guam Power Authority's Revenue Protection Service (RPS) program. Incumbent analyzes various system reports to help maximize revenue and offer insight and recommendations to enhance revenue collections. The work involves the research and analysis of program and policy development projects. The position collaborates with other divisions and outside legal entities in the investigation of unauthorized electrical connections.

Employees in this class perform the full range of complex review and analysis, including independent work in the evaluation of revenue control and system procedures.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Manages and leads the daily activities of the utility's RPS program.

Plans, coordinates, schedules and closes investigations with RPS investigator(s).

Analyzes data and events from the utility's program and software to identify suspicious usage patterns in the detection of energy diversion and/or theft activity.

Performs Conducts management studies related to revenue protection and analyze problems and present recommendations based upon study findings.

Identifies emergent diversions, theft trends, and loss patterns to aid utility management in the creation of counter measures to mitigate future losses.

Evaluates the utility and RPS's overall effectiveness to seek opportunities to improve processes and procedures to ensure the optimization of the RPS program.

Identifies organizational strategy and develop uniform policies, procedures, practices, and standards to address theft of energy and/or revenue loss situations.

Develops and writes reports with recommendations containing organizational strategy and standards for revenue maximization and process improvement.

Responsible for the maintenance of the complete documentation of all investigated alleged theft of utilities. This includes the completion and compilation of theft of utilities report, police report, account histories, interview memos, service orders, field crew reports, photographs, depositions, affidavits, etc.

Represents the Authority in legal proceedings relative to theft of utilities cases.

Investigates reports of damage to, theft of utility service, or theft of property.

Performs other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computer systems, applications and programs and administrative and office processes/functions.

Knowledge of the basic principles of management and of the basic trends and current development in general operational management.

Knowledge of department/agency program objectives, policies, standards, procedures and activities.

Working knowledge in GPA Customer Information Systems, i.e. Customer Care & Billing (CC&B) and Utiligy.

Working knowledge of the Landis+Gyr Command Center, MeterSense MDMS, and other pertinent software to be able to access the applications and interpret recorded events.

High attention to detail and excellent analytical skills.

Experience in supervising personnel and managing a program.

Ability to lead the work of others and work independently based on management's directive.

Ability to interpret and apply pertinent laws, rules and regulations, and other program guidelines.

Ability to identify standard unauthorized electrical connections or illegal hook-up schemes.

Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to effectively handle issues and challenging situations.

Ability to maintain records and prepare reports.

Skill in the safe operation of a motor vehicle may be required.

MINIMUM EXPERIENCE AND TRAINING:

- A. Seven (7) years of experience in utility meter services, of which four (4) years involved in revenue protection and/or investigating unauthorized electrical connections and/or meter tampering, and graduation from a recognized or accredited college or university with a Bachelor's degree in Public or Business Administration, Management, Accounting, Finance or closely related field; or
- B. Any equivalent combination of experience and training beyond the Bachelor's degree which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATION:

Applicants under consideration must possess a professional designation related to the profession, to include but not limited to, Certified Internal Control Auditor (CICA); Certified Government Accounting Professional (GCAP); Certified Internal Auditor (CIA); Certified Public Accountant (CPA) from a state or U.S. Territory; Certified Government Financial Manager (GCFM); Certification in Risk Management Assurance (CRMA); Certified Professional Environmental Auditor (CPEA); Certified Process Safety Auditor (CPSA) or other related professional designations.

Possession of a valid chauffeur's license is required.

Established: December 2016



JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities