

## **Public Service Board Clerk Job Description**

The Clerk of the Public Service Board is a statutory position pursuant to 30 V.S.A. § 6 and is appointed by the Public Service Board.

### **Principal Functions, Duties, and Responsibilities:**

This position requires managerial and administrative work, including responsibility for planning, organizing, staffing, coordinating, directing, and evaluating the performance of those administrative staff who report to the Clerk. Work is performed with considerable latitude for the exercise of independent judgment and initiative under the guidance of statutory and administrative policies. Although duties normally occur within a regular weekday schedule, weekend and evening activity may be necessary.

The Clerk's statutory responsibilities include:

- Keeping a full record of the Board's proceedings;
- Filing and preserving all documents and papers entrusted to his or her care;
- Having custody of the Board's seal; and
- Performing such other duties as the Board or the Chairperson may prescribe, including preparing papers and notices, issuing subpoenas for witnesses, and administering oaths in all cases before the Board or pertaining to the duties of the office.

The Clerk performs his or her duties under the general direction of the Board Chairperson. Principal duties and responsibilities include:

- Managing processes and systems related to the administrative aspects of processing cases, including analyzing and implementing changes to those processes and systems to optimize their efficiency;
- Exercising sound judgment in responding to inquiries from parties, attorneys, and members of the public, including maintaining the confidentiality of Board deliberations;
- Hiring, training, assessing, and supervising those administrative staff who report to the Clerk;
- Managing implementation of contracts for court reporter services;
- Serving on the Board's Management Team;
- Supporting the Board in the implementation and management of the Board's electronic case management system;
- Maintaining familiarity with Public Service Board procedural rules, policies, procedures and practices, and statutory notice requirements;
- Interacting with members of the public in stressful situations, including those facing imminent disconnection of utility service;
- Establishing and maintaining procedures for preserving documents filed with the Board, issued by the Board, and entrusted to the Clerk by the Board, including ensuring the protection of any such documents that contain confidential information;

- Maintaining official case files for each proceeding to include all documents received, all documents issued, all pertinent dates, service lists, and any other chronological information required;
- Preparing Board agendas at the direction of the Board Chairperson;
- Working with other Board employees to carry out the following duties:
  - Monitoring and reporting on the operational efficiency of the Board's quasi-judicial activities including, but not limited to routine statistical, case flow, and case processing information;
  - Compiling case statistics for reporting;
  - Identifying operations that can benefit from information technology and recommending to the Board's Technology Committee implementation of technological improvements;
  - Searching the Board's official files to respond to requests for case information and documents from parties, attorneys, and members of the public;
  - Providing documents and case information to parties, attorneys, and members of the public, either by phone, in person, or by correspondence;
  - Providing appropriate Board application and registration forms to petitioners and applicants;
  - Issuing orders, hearing notices, and other Board documents;
  - Overseeing the intake and distribution of filings received by the Board;
  - Scheduling technical and public hearings, workshops, and other case events consistent with statutory requirements;
  - Maintaining portions of the Board's website;
- Maintaining effective working relationships with Board members, Hearing Officers, outside attorneys, pro se parties, representatives of other state, regional, and local government agencies involved in Board proceedings, representatives of the media, and members of the public; and
- Other duties as assigned.

The Board's new electronic case management system (currently expected to be implemented in the first quarter of 2016) will include electronic case management, electronic document management, electronic filing, and public access components. The implementation of this system will significantly change the manner in which many of the duties listed above will be performed. The Clerk will be expected to fully utilize the new system's capabilities and to ensure that those administrative staff who report to the Clerk do so as well.

**Minimum Qualifications:**

- Education: Bachelor's degree. Experience may be substituted for education.
- Experience: Six years of department level or above management of the operations, planning, customer service, and employee relations of a public or private organization; or eight years prior

court or related legal experience involving duties such as case flow management, case processing, customer service, and maintaining court records, among other duties.

- Ability to analyze complex problems, and to design and implement workable solutions.
- Demonstrated ability to exercise sound judgment in responding to inquiries from parties and members of the public within a judicial or quasi-judicial environment.
- Ability to communicate effectively, both orally and in writing.
- Considerable knowledge of the principles and techniques for effective supervision.
- Demonstrated ability to work independently and perform effectively in a time-sensitive and high-pressure environment.
- Demonstrated ability to supervise others to provide the highest level of customer service in a fast-paced and challenging environment.
- Demonstrated ability to interact with members of the public in stressful situations.
- Personal qualities of integrity and energy, a preference for collaborative problem-solving, and strong attention to detail.
- Ability to establish and maintain effective working relationships with Board members and other Board employees, attorneys, pro se parties, state and local government agencies, and members of the public.
- Aptitude for learning new computer software programs.

**Preferred Qualifications:**

- A high level of personal comfort with diverse technologies.
- Experience using electronic case management systems in a judicial or quasi-judicial environment.
- Familiarity with Public Service Board or comparable agency or court procedural rules, policies, procedures, and practices and statutory notice requirements.
- Knowledge of Outlook, Word, Excel, and WordPerfect.