

## **JOB ANNOUNCEMENT**

**POSITION:** Exoneration Analyst I  
**DIVISION:** Administration/Customer Service  
**SALARY:** TBD  
**FLSA:** Exempt

**POSTED:** August 30, 2016  
**APPLICATION DEADLINE:** 4:00 p.m. on  
September 12, 2016

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### **DUTIES:**

The Exoneration Analyst will respond to customer inquiries via inbound calls, acts as the designee for the Authority for all Exoneration hearings. Defines issues to be addressed and plans an investigation to research and analyze consumption data. This position will also be responsible for analyzing exoneration applications to determine eligibility.

The Exoneration Analyst will write reports; review and analyze consumption data and when required, prepare exhibits. Analyst may be called upon to answer questions and present findings at Exoneration hearings. Prepare all customer adjustments and form letters.

Must have the ability to conduct research, data collection, statistical analysis, and formulate conclusions and recommendations. Assemble and organize data to prepare reports from such records; maintain complex records and ensure their confidentiality; follow verbal and written instructions. The ability to work under pressure and meet deadlines is required.

### **KNOWLEDGE/ABILITIES:**

A high level of initiative with minimal supervision is required. Candidates must be detail oriented and have exceptional time management skills to plan and conduct their job functions as they perform a full range of duties. Operate office machines (e.g. telephone, PC, copier and fax). Perform data entry, customer account retrieval and other processes as requested or required. Compute figures and/or mathematical calculations or analyses as requested or required.

The Exoneration Analyst must have considerable knowledge of PWSA rules and regulations and data analysis. Must be able to communicate effectively both orally and in writing; and the ability to establish and maintain effective working relationships with management, associates, outside agencies and the general public. Working knowledge of billing systems, web based portals, Excel, and Word.

### **GENERAL REQUIREMENTS:**

Candidate must be a City of Pittsburgh resident at the time of application and remain a City of Pittsburgh resident throughout employment with the PWSA. Verification of City residency required at time of appointment.

### **EDUCATION:**

Requires an Associate degree or higher or equivalent experience in Business Administration, Finance or a closely related field; some management and administrative experience in utility billing are preferred.

**APPLICATIONS:** Available in the Human Resources Section, 1200 Penn Avenue or online at [www.pgh2o.com](http://www.pgh2o.com). Please send the application, resume and cover letter to [hr@pgh2o.com](mailto:hr@pgh2o.com).

### **An Equal Opportunity Employer**

**The PWSA does not discriminate against anyone on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.**