



State of Colorado

Compliance Specialist I - DORA: PUC Hybrid

SALARY	\$4,076.00 - \$4,483.00 Monthly	LOCATION	Denver, CO
JOB TYPE	Full Time	JOB NUMBER	SGA-5141-8/2026
DEPARTMENT	Department of Regulatory Agencies	DIVISION	Public Utilities Commission
OPENING DATE	08/10/2026	CLOSING DATE	8/19/2026 11:59 PM Mountain
FLSA	Determined by Position	TYPE OF ANNOUNCEMENT	This position is open only to Colorado state residents.
PRIMARY PHYSICAL WORK ADDRESS	1560 Broadway, Denver, CO 80202	DEPARTMENT CONTACT INFORMATION	Thanh Pham: thanh.pham@state.co.us
HOW TO APPLY	Please submit an online application for this position at https://www.governmentjobs.com/careers/colorado. Reach out to the Department Contact to apply using a paper application, including any supplemental questions. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed.		

Department Information
Hybrid Workplace Arrangement:

Although this position will be designated under the department's hybrid workplace program, it will still be required to report to the department office on a scheduled basis and at the discretion of the supervisor, based on business need.

This announcement may be used to fill multiple vacancies.



The Department of Regulatory Agencies (DORA) is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado.

Consumer protection is our mission.

DORA values and promotes diversity, supporting a workplace that is inclusive of people from different backgrounds and experiences; creating an environment that is reflective of our communities; promoting positive relationships; and putting forth unique perspectives to fulfill our mission.

- Employer-sponsored RTD EcoPass, with offices located at Civic Center Plaza, above the RTD Civic Center station and just a few blocks from RTD light rail.
- Extensive work-life programs such as flexible schedules, training and professional development opportunities on a wide variety of subjects, and more!
- Employee wellness programs, including the Colorado State Employee Assistance Program (CSEAP), which provides free, confidential counseling services.
- Bike-to-work programs, including access to storage lockers and bike racks.
- Flexible retirement benefits, including a choice of the PERA Defined Benefit Plan or the PERA Defined Contribution Plan, plus optional 401K and 457 plans.
- Medical and Dental Health Insurance for employees and optional coverage for their dependents.
- Life Insurance for employees, and optional coverage for their dependents.
- Paid Time Off, including 11 paid holidays.
- Short- and long-term disability coverage.
- Tuition assistance program.

Check out our excellent [benefits](#) package!

Description of Job

DORA's Public Utilities Commission (PUC) serves the public interest by effectively regulating utilities and facilities so that the people of Colorado receive safe, reliable, and reasonably priced services consistent with the economic, environmental, and social values of our state.

The Consumer Affairs unit at the PUC works to resolve consumer complaints with utility companies and regulated transportation carriers. The program's workload includes the handling of approximately 500 consumer phone calls each month along with filing up to 250 complaint cases. The public information aspect of this unit informs the public about PUC decisions and ratepayer issues via consumer contact. The public contacts our unit via phone, in person, letter, email, and online.

Position: SGA 5141

The position resolves disputes between the rate payers and utilities, as well as between the public and various regulated transportation carriers; is trained on how to investigate complaints and learn how to determine if compliance with rules, statutes, and tariffs has been accomplished; explains utility and transportation practices and obligations in order to facilitate communication with the public; is instructed on how to educate the public and regulated entities about PUC requirements, rates, rules, and decisions; is required to educate and facilitate the resolution of complaints from Spanish speaking/writing consumers; and translates consumer-facing educational written materials from English into Spanish.

Duties include, but are not limited to:

- Contacting the regulated entity with each consumer complaint and uncovering possible violations by interviewing or investigating both the complainant and the regulated entity;
- Advising utility companies when they are not in compliance with Colorado Statutes, PUC rules, and company tariffs and urging them to comply through direct contact and negotiation;
- Watching for possible trends in public utility markets, specifically those dealing with consumer opinion and behavior, through complaint contacts, news items, and statistical data provided by regulated entities;
- Educating ratepayers about unfamiliar concepts, theories, and industry practices;
- Working with all Spanish-speaking consumers and is able to speak, read, and write fluently in Spanish to assist the public and PUC staff members;
- Translating customer-facing written materials, including 'FYIs', customer notices, news releases, and other documents for the PUC's website from English to Spanish;
- Translating public comments written in Spanish to English; and
- Assisting the division with all Spanish translation needs and collateral.

Minimum Qualifications, Substitutions, Conditions of Employment & Appeal Rights

MINIMUM QUALIFICATIONS (MQs):

There are two ways to qualify for this position: 1) Experience OR 2) A Combination of Education and Experience

Option 1: Experience

- Four (4) years of full-time professional* work experience performing all of the following:
 - Demonstrated experience managing a complaint and/or investigative caseload, including interviewing complainants and respondents;
 - Demonstrated customer service experience, including responding to internal and external inquiries (via phone, email, or in-person);
 - Demonstrated experience explaining rules, procedures, and/or processes to consumers.

Option 2: A Combination of Education AND Experience

- **Associate's Degree and Experience:** Graduation from an accredited college or university with an associate's degree in business, political science, economics, public administration, sociology, communication, public relations, or in a field of study related to the work environment, or in a field of study related to the work environment; AND
- Two (2) years of full-time professional* work experience in performing all of the following:
 - Demonstrated experience managing a complaint and/or investigative caseload, including interviewing complainants and respondents;
 - Demonstrated customer service experience, including responding to internal and external inquiries (via phone, email, or in-person);
 - Demonstrated experience explaining rules, procedures, and/or processes to consumers.

OR

- College, university, or non-correspondence business school coursework from an accredited institution in business, political science, economics, public administration, sociology, communication, public relations, or in a field of study related to the work assignment may substitute for the experience on a year-for-year basis (up to three (3) years). **A copy of your transcript verifying the required credits MUST be received by the application deadline in order to be considered.**

Necessary Special Requirements:

- Must be completely fluent and speaking, reading, and writing in Spanish, and translating Spanish to English and English to Spanish.

Document this experience in your application IN DETAIL, as your experience will not be inferred or assumed. Part time experience will be prorated.

SUBSTITUTIONS:

- Partial credit toward the degree requirement will be given for completed college/university coursework that did not result in a degree. A master's or doctorate degree from an accredited college or university in a field of study related to the work assignment will substitute for the bachelor's degree requirement.

**Professional work involves exercising discretion, analytical skill, judgment and personal accountability and responsibility for creating, developing, integrating, applying, and sharing an organized body of knowledge that characteristically is: uniquely acquired through an intense education or training regimen at a recognized college or university; equivalent to the curriculum requirements for a bachelor's or higher degree with major study in or pertinent to the specialized field; and continuously studied to explore, extend, and use additional discoveries, interpretations, and application and to improve data, materials, equipment, applications and methods.*

Preferred Qualifications:

- Demonstrated professional* experience working in a state government agency, in a regulatory environment, utilities (i.e. gas and electricity) industry, telecommunications industry, and/or transportation industry.
- Demonstrated professional* experience working in a high-volume, fast-paced environment.
- Demonstrated professional* experience managing a high volume of calls and emails, including responding to difficult customers with tact and diplomacy.
- Demonstrated professional* experience analyzing documents for completeness, correctness, and in compliance with laws, rules, policies, and procedures.
- Demonstrated professional* experience working with or knowledge of Colorado PUC statutes and regulations.
- Demonstrated professional* experience with reading, analyzing, and comparing information to ensure it is in compliance with laws, rules, and procedures.
- Demonstrated professional* experience working according to detailed policies, procedures, and deadlines.
- Demonstrated professional* experience utilizing general PC software applications, including Microsoft Office and/or Google Suite (e.g. Word, Excel, Google drive, Google forms, Google sheets etc.).

Required Competencies: The following knowledge, skills, abilities, and personal characteristics are required competencies and may be considered during the selection process (including examination and/or interview):

- Demonstrated written communication skills, including the ability to convey information to various stakeholders in a clear, accurate, and concise written manner;
- Demonstrated verbal communication skills, including the ability to effectively convey information to audiences in a concise manner;
- Demonstrated attention to detail;
- Sound judgment and the confidence to make decisions on a routine basis;
- Demonstrated critical thinking and analytical skills, including having the ability to evaluate information in order to apply knowledge and to decide on the most appropriate course of action;
- Demonstrated creativity and flexibility, including the ability to adapt to shifting priorities and handle additional work assignments in a fast-paced work environment;
- Organizational skills, including prioritizing, planning, and time management in order to meet deadlines;
- Customer service skills, including the ability to diplomatically interact with difficult customers, to navigate difficult conversations, and maintain communication with stakeholders;
- Interpersonal skills, including the ability to collaborate and maintain relationships with internal and external stakeholders;
- Ability to work with, educate, and guide regulated entities into compliance;

- Ability to digest information and neutrally relay it to stakeholders that may hold competing interests;
- Demonstrated ability to understand and abide by workplace principles, practices and behaviors as internally identified and defined by the division and department;
- Demonstrated ability to read, understand, interpret, apply, and explain laws, rules, policies, and procedures;
- Ability to travel independently, including work in-office, as required by business need and scheduled by the supervisor;
- Integrity and high ethical standards;
- Accountability, reliability, including attendance;
- Ability to maintain confidential, controversial, or sensitive information;
- Self-starter, including the ability to work independently, learn new processes, utilize own knowledge and that of supervisor, and complete work with minimal supervision;
- Demonstrated professional demeanor;
- Knowledge and understanding in the use of PC software applications including Microsoft Office (Access, Word, Excel, etc.), and Google Suite (Doc's, Sheets, Slides, Calendar, etc).

Conditions of Employment: Candidates who fail to meet the conditions of employment will be removed from consideration.

- The successful passing of a reference check and/or, if required, a background check.
 - A reference check may include but is not limited to: contacting previous and current supervisors to verify employment and discuss performance, a review of the personnel file, a review of the performance record, a review of job-related public information, etc.
 - The type of background check depends on the job duties of the position, and can include a review of any criminal record, credit report, and/or driving record.
- Ability to travel independently, including work in-office, as required by business need and scheduled by the supervisor.

Supplemental Information

PLEASE READ - Required Application Materials

Interested individuals must submit the following online:

1. **A completed State of Colorado Application** (log-in to your current NeoGov account or create a NeoGov account to complete the online application). Note: Incomplete applications, including incomplete work history sections or "see résumé," "see attachment," or "see addendum" statements, will not be accepted in lieu of a completed application form.
2. **A current email address** on your application, as all communication pertaining to this position will be conducted via email. Please set up your email to accept messages from info@governmentjobs.com and '@state.co.us' addresses, and check your email often. Note: The department cannot guarantee the successful delivery of email, including incorrect filtering into junk mail folders.
3. **A detailed cover letter**, explaining how you meet the required competencies and how your accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make you a good fit for this position; you may also attach additional documents that demonstrate this.

Comparative Analysis Process: Structured Application Review

Part of, if not the entire, comparative analysis process for this position will involve a review of the information you submit in your application materials; Therefore, it is paramount that in the experience portion of your application and cover letter, you describe the extent to which you possess the education, experience, and competencies outlined in the job announcement as well as the required and/or preferred qualifications/competencies. You are also encouraged to attach

additional documents to that effect. Failure to include adequate information or follow instructions may affect your score and prevent you from competing in subsequent measures used to arrive at a top group of applicants.

Part of the comparative analysis process and/or the interview process may be conducted through remote video conferencing (i.e. Google Meet, Zoom, etc.)

Veterans' Preference: Candidates who wish to assert Veterans' Preference should attach a copy of their DD214 to their application. Failure to do so will result in being denied Veterans Preference.

PLEASE NOTE: Former State Personnel System employees who were disciplinarily terminated or resigned in lieu of termination must disclose this information on the application. Colorado Revised Statutes require that all state employees be hired and promoted through competitive examination of merit and fitness. Failure to include the required information, failure to follow instructions, and/or failure to submit materials by the application deadline may result in your application not being considered for the position and may affect your score or inclusion in the final pool of qualified candidates.

The State of Colorado strives to create a Colorado for All by building and maintaining workplaces that value and respect all Coloradans through a commitment to equal opportunity and hiring based on merit and fitness.

The State is resolute in non-discriminatory practices in everything we do, including hiring, employment, and advancement opportunities.

ADAAA Accommodations: DORA is committed to the full inclusion of all qualified individuals. As part of this commitment, our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our ADAAA Coordinator, at dora_adacoordinator@state.co.us.

Check out our excellent [benefits](#) package!

THIS ANNOUNCEMENT MAY BE USED TO FILL MULTIPLE VACANCIES

While a salary range is posted for this position, an eventual salary offer is determined by a comprehensive salary analysis, which considers multiple factors including but not limited to education and experience compared to others in the organization doing substantially similar work.

Appeal Rights:

If you receive notice that you have been eliminated from consideration for this position, you may file an appeal with the State Personnel Board or request a review by the State Personnel Director.

An appeal or review must be submitted on the official appeal form, signed by you or your representative. This form must be delivered to the State Personnel Board by email, US Mail, faxed or hand-delivered within ten (10) calendar days from your receipt of notice or acknowledgment of the department's action.

For more information about the appeals process, the official appeal form, and how to deliver it to the State Personnel Board go to spb.colorado.gov or refer to 4 Colorado Code of Regulations (CCR) 801-1, State Personnel Board Rules and Personnel Director's Administrative Procedures, Chapter 8, Resolution of Appeals and Disputes, at spb.colorado.gov under Rules.

HOW TO APPLY: Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are

responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:

Only online applications will be accepted for this position.

DEPARTMENT CONTACT INFORMATION:

Thanh Pham: thanh.pham@state.co.us

METHODS OF APPOINTMENT: Appointment to the vacancy or vacancies represented by this announcement is expected to be from the eligible list created. However, at the discretion of the appointing authority, the position(s) may be filled by another method of appointment for a valid articulated business reason.

Benefits

The State of Colorado offers permanent employees a variety of benefits including medical, dental, life and disability insurance, as well as a comprehensive leave program. Please click the following link for detailed information:
www.colorado.gov/pacific/dhr/benefits

Please note that each agency's contact information is different; therefore, we encourage all applicants to **view the full, official job announcement** which includes contact information and class title. Select the job you wish to view, then click on the "Print" icon.

Employer

State of Colorado

Address

See the full announcement by clicking the "Printer" icon located above the job title
Location varies by announcement, Colorado, --

Website

<https://careers.colorado.gov/>

Compliance Specialist I - DORA: PUC Hybrid Supplemental Questionnaire

***QUESTION 1**

DORA Q1: Please provide your Social Security Number. NOTE: This information will be kept strictly confidential and is only accessible to Human Resources Personnel.

***QUESTION 2**

DORA Q2: Are you a current or previous State of Colorado employee? Enter "yes" or "no" in the space provided. If "yes", enter 1) the State agency name, 2) dates of employment, and 3) your official classification title.

***QUESTION 3**

DORA Q3: If you are a current or former State of Colorado classified employee, have you ever been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation)? **NOTE:** Current and former State Personnel System employees who were disciplinary terminated, resigned in lieu of termination, or who were deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation) must disclose this information on the application. Failure to disclose this information and/or falsification of application materials may result in being removed from consideration for this position.

- ☐ N/A - I am not a current or former State of Colorado classified employee.
- ☐ YES, I have been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation).
- ☐ NO, I have NEVER been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation).

*QUESTION 4

DORA Q4: Current or Former Classified Employees: Are you a transfer, non-disciplinary (voluntary) demotion, or reinstatement applicant?

- ☐ Yes
- ☐ No
- ☐ N/A - I am not a current or former State of Colorado classified employee.

*QUESTION 5

DORA Q5: VETERAN'S PREFERENCE NOTE: If you are not eligible for/seeking Veteran's Preference, please skip down to the bottom and select option "N/A". **REQUIRED DOCUMENTATION:** Candidates who wish to assert Veterans' Preference should attach a copy of their DD214 reflecting dates of service, type of discharge, and, if appropriate, a campaign badge or service medal. If information regarding a campaign badge or service medal is necessary to award preference points and is not reflected on the DD214, other documents reflecting the grade or medal must be provided. Other types of documentation may be required for ten point preference. *Note 1: For a complete list of service dates and campaigns used in awarding preference points visit:

<http://www.opm.gov/veterans/html/vgmedal2.htm> **Note 2: Medal holders and Gulf War veterans who originally enlisted after September 7, 1980, or entered active duty on or after October 14, 1982, without having previously completed 24 months of continuous active duty; must have served continuously for 24 months or the full period called or ordered to active duty. ***Note 3: Effective October 1, 1980, military retirees at or above the rank of major or equivalent, are not entitled to preference unless they qualify as disabled veterans. Reservists who are retired from the Reserves but are not receiving retirement pay are not considered "retired military" for purposes of veterans' preference. **REMINDER:** Proof of eligibility must be provided before points are allowed. Please attach documentation to your application. If you have not done so, please go back and do so now. Veteran's Preference points WILL NOT be applied without the appropriate documentation. **PLEASE CHECK ALL THAT APPLY:**

- ☐ N/A - I am not eligible for/seeking Veteran's Preference.
- ☐ A) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During any war declared by Congress
- ☐ B) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During the period April 28, 1952, through July 1, 1955;
- ☐ C) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: For more than 180 consecutive days, any part of which occurred after January 31, 1955, and before October 15, 1976;

- ☐ D) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During the Gulf War period beginning August 2, 1990, and ending January 2, 1992;
- ☐ E) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: For more than 180 consecutive days, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; or,
- ☐ F) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: In a campaign or expedition for which a campaign medal has been authorized*, such as El Salvador, Lebanon, Granada, Panama, Southwest Asia, Somalia, and Haiti.
- ☐ G) I have served on active duty in the Armed Forces at any time and have a present service connected disability or are receiving compensation, disability retirement benefits, or pension from the military or the Department of Veterans Affairs; or
- ☐ H) I am a Purple Heart recipient;
- ☐ I) I am the spouse of a veteran unable to work because of a service-connected disability;
- ☐ J) I am the unmarried widow/widower of certain deceased veterans; and
- ☐ K) I am the mother of a veteran who died in service or who is permanently and totally disabled.

***QUESTION 6**

DORA Q6: Part of the required application materials includes a detailed cover letter, explaining how you meet the required competencies and how your accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make you a good fit for this position; you may also attach additional documents that demonstrate this. Q: Have you included this cover letter as an attachment to your application? (If not, you may go back and do so now). Yes, I have attached the required cover letter explaining how I meet the required competencies and how my accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make me a good fit for this position; I may also attach additional documents that demonstrate this. No, I have not attached the required cover letter to my application. Note: I understand that failure to include this information and follow instructions may prevent me from competing in subsequent measures used to arrive at a top group of applicants.

- ☐ Yes
- ☐ No

***QUESTION 7**

DORA Q7: Do you currently possess an Associate's/Bachelor's degree in business, political science, economics, public administration, sociology, communication, public relations, or a field of study directly related to the work assignment? If so, please list the type of degree below.

***QUESTION 8**

DORA Q8: If you are using education to qualify, did you submit a copy of your transcript?

***QUESTION 9**

DORA Q9: If you are using experience to qualify, please describe in detail how you meet the following minimum qualifications: Four (4) years of full-time professional* work experience performing all of the following: 1. Demonstrated experience managing a complaint and/or investigative caseload, including interviewing complainants and respondents; 2. Demonstrated customer service experience, including responding to internal and external inquiries (via phone, email, or in-person); 3. Demonstrated experience explaining rules, procedures, and/or processes

to consumers. NOTE: If you answered yes to DORA Q7 with a completed associate's degree, the experience requirement is two (2) years.

***QUESTION 10**

DORA Q10: Please explain IN DETAIL how you meet the necessary special requirements: Must be completely fluent and speaking, reading, and writing in Spanish, and translating Spanish to English and English to Spanish

***QUESTION 11**

DORA Q11: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience working in a state government agency, in a regulatory environment, utilities (i.e. gas and electricity) industry, telecommunications industry, and/or transportation industry.

***QUESTION 12**

DORA Q12: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience working in a high-volume, fast-paced environment.

***QUESTION 13**

DORA Q13: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience managing a high volume of calls and emails, including responding to difficult customers with tact and diplomacy.

***QUESTION 14**

DORA Q14: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience analyzing documents for completeness, correctness, and in compliance with laws, rules, policies, and procedures.

***QUESTION 15**

DORA Q15: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience working with or knowledge of Colorado PUC statutes and regulations.

***QUESTION 16**

DORA Q16: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience with reading, analyzing, and comparing information to ensure it is in compliance with laws, rules, and procedures.

***QUESTION 17**

DORA Q17: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience working according to detailed policies, procedures, and deadlines.

***QUESTION 18**

DORA Q18: Please explain IN DETAIL how you meet the following preferred qualifications: Demonstrated professional* experience utilizing general PC software applications, including Microsoft Office and/or Google Suite (e.g. Word, Excel, Google drive, Google forms, Google sheets etc.).

***QUESTION 19**

DORA Q19: Although this position will be designated under the department's hybrid workplace program, it will still be required to report to the department office on a scheduled basis and at the discretion of the supervisor, based on business needs. Would you be able to do this?

- ☐ Yes
- ☐ No

***QUESTION 20**

DORA Q20: The salary range posted for this position is \$48,912 - \$53,796 annually (\$4,076 - \$4,483/monthly); while appointments are typically made at or near the range minimum, the salary will be set based on the qualifications of the candidate appointed and relevant factors. Please share your salary expectations below.

***QUESTION 21**

DORA Q21: If you move forward in this process and are selected for this position, what is the earliest date that you would be able to start?

* Required Question