



# Business Service Officer I (Specialist)

## Promotional – Spot Examination

**CPUC**

**California Public Utilities Commission**

**Exam #:** 2UC12

**Class Code:** 4720

**Min. Salary:** \$3,658/mth

**Max Salary:** \$4,446/mth

AN EQUAL OPPORTUNITY EMPLOYER-EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVICE.

### **HOW TO APPLY**

You may access the online application at: <http://www.cpuc.ca.gov/PUC/jobs/>

If you have a disability and need special testing arrangements, mark the appropriate box on question 2 of the "Examination and/or Employment Application." We will contact you to make specific arrangements that are convenient for you in advance of the examination.

### **FINAL FILING DATE: July 16, 2012**

Online applications must be **received** no later than the final filing date. The PUC will **not** accept applications after the final filing date. Do not submit your application to the State Personnel Board.

### **WHO SHOULD APPLY**

This is a departmental promotional examination for the California Public Utilities Commission.

1. Applicants must have a permanent civil service appointment with the California Public Utilities Commission as of the final filing date in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

### **THE POSITION – General Description**

The Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.)

Incumbents are non-supervisory but may serve as lead over lower level staff. With an appropriate restructuring of duties, positions allocated to this class may be downgraded to Business Service Assistant (Specialist) for recruitment purposes.

## **JOB LOCATION**

This Exam covers positions located only in San Francisco, CA.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION - MINIMUM QUALIFICATIONS**

**All applicants must meet the education and/or experience requirements for this examination by the final filing date.**

Qualifying experience may be combined on proportionate basis if the requirements stated below include more than one pattern and are distinguished as "either" I, "or" II, "or" III, etc. For example, candidate possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

### **Either I**

One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

### **Or II**

Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:

1. Equipment and supplies management including the preparation of purchase documents. or
2. Building management including lease negotiation and problem resolution. or
3. Telecommunications including landwire and radio/microwave.

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.]

### **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## **EXAMINATION INFORMATION**

This examination will consist of an oral interview (weighted 100%). In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the examination process. Candidates who do not appear for their scheduled examination will be withdrawn from the examination process.

## **QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100%**

**The interview may include the following:**

### **A. Knowledge of:**

1. Basic statistics.
2. Requirements for procurement processes.
3. Basic electronic-mail functions.
4. Numerical sequence to file and retrieve job-related materials.
5. Procedures and practices of business services units.
6. Principles and practices of public administration.
7. Financial record keeping.

### **B. Ability to:**

1. Review numerical data accurately and precisely with minimal errors for record keeping, logging, budgeting and accounting purposes.
2. Read and summarize numerical reports and compare to spreadsheets or other information sources to identify and resolve discrepancies.
3. Make appropriate decisions on short notice to ensure smooth operation of office procedures.
4. Analyze filing/tracking processes and make recommendations regarding potential improvements of the processes.
5. Communicate tactfully verbally and in person to various parties in order to handle disputes.
6. Perform basic mathematical calculations including addition subtraction, division and multiplication for calculating expenses and determining budget.
7. Establish and maintain cooperative working relationships.
8. Write and/or edit reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
9. Use and comprehend numerical data for budgeting, pricing and time keeping.
10. Work independently, taking initiative, and follow through with projects that have been started.
11. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
12. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.

13. Use word processing and spreadsheet software to create, organize, and present tables, graphs, and charts.
14. Research and obtain necessary information through a variety of methods (i.e., reading materials, staff, verbal or written communication with others, independent thinking) to determine potential impact.
15. Make sound decisions based on compiled information for purchasing.
16. Develop detailed reports based on numerical and qualitative data to summarize business service operations.

### **ELIGIBLE LIST INFORMATION**

A list of eligible candidates will be established for the California Public Utilities Commission. The list will be effective for at least 12 months and up to 48 months to meet the needs of the Commission.

**Veterans' preference points** are not granted in promotional examinations.

### **GENERAL INFORMATION**

**Applications** are available at <http://www.cpuc.ca.gov/PUC/jobs/onlineemp.htm>, the State Personnel Board office, local offices of the Employment Development Department, and in Human Resources of the California Public Utilities Commission.

**If meeting the requirements** stated above, you may take this competitive examination. Possession of the entrance requirements does not ensure a place on the eligible list. All candidates passing the examination will be ranked according to scores.

**The California Public Utilities Commission** reserves the right to revise the examination plan to better meet the needs and service of the Commission. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Examination Locations:** Examinations are typically scheduled in San Francisco. However, there are instances when examinations are given in such places in California as the number of candidates and conditions warrant.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the candidate's experience. Evaluation of a candidate's personal development will include consideration of own training needs; plans for self-development; and the progress the candidate has made towards self-development.