



Consumer Services Manager

Open Examination

CPUC

California Public Utilities Commission

Exam #: 3UC12 **Class Code:** 5905 **Min. Salary:** \$5067/month **Max Salary:** \$6297/month

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 application online 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: December 31, 2013

Online applications **must** be received no later than by 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.

THE POSITION

A Consumer Services Manager plans, organizes, and directs the activities of the Consumer Affairs Branch of the California Public Utilities Commission in San Francisco and Los Angeles. The Consumer Services Manager oversees staff that assists consumers in resolving informal complaints with their utilities in accordance with the Commission's rules; interacts with the Commission decision makers as well as counterparts at regulated utilities in California; and does other job-related duties as required.

JOB LOCATION

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

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION - MINIMUM QUALIFICATIONS:

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

Qualifying experience may be combined on a 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, candidates that possess qualifying experience amounting to 50% of the required time in Pattern I, and additional experience amounting to 50% of the required time in Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

In the California state service, two years of experience in the class equivalent in responsibilities to a Consumer Services Supervisor.

Or II

Broad and extensive management or supervisory experience (more than five years) in the application, interpretation, or development of rates, rules, tariffs, or operations in the industry related to the department's regulatory program.

EXAMINATION INFORMATION

Stage I: The first stage in the selection process is the employment application and the supplemental questionnaire (weighted pass/fail). **The supplemental questionnaire will be emailed to you after the final filing date with the instructions and the completion due date.** Meeting the minimum qualifications does not guarantee advancement to Stage II. Only those applicants who pass the supplemental questionnaire will be invited to Stage II.

Stage II: The second stage 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. Candidates who do not appear for their scheduled examination will be withdrawn from the examination process.

EXAMINATION PROCESS

The PUC reserves the right to modify the selection process as necessary to conform to administrative or business necessity.

QUALIFICATIONS APPRAISAL INTERVIEW

The interview may include the following:

Knowledge of:

1. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of employees.
2. Appropriate corrective actions and progressive disciplinary techniques to provide effective, appropriate monitoring, coaching, and counseling of the work performance of staff.
3. Current management and leadership theories, techniques, and applications to ensure that strategies employed in the supervision and oversight of work unit operations are effective and appropriate.
4. Principles and techniques used to reinforce positive performance to recognize and promote acceptable and superior performance of employees.
5. Current practices in customer service to ensure that customer's issues are addressed.
6. English grammar, punctuation and syntax to communicate clearly and concisely both orally and in writing.

Ability to:

1. Perform multiple tasks or work on multiple assignments simultaneously, maintaining appropriate control and oversight of tasks/assignments completed.
2. Verbally communicate effectively with all parties involved (i.e., consumers, supervisors, peers and subordinates).
3. Deal calmly and effectively with high stress situations (e.g., tight deadlines, hostile individuals, emergency situations, dangerous situations).
4. Encourage participation in a team environment.
5. Establish and maintain cooperative relations with Commission employees, transportation and/or utility companies, and the public.
6. Objectively identify all facts and implications related to a situation before drawing conclusions and determining course of action.
7. Display a high level of initiative, effort, and commitment towards completing assignments in a timely manner.
8. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
9. Develop alternate work plans and strategies in response to changing priorities, problems, or setbacks to allow for the completion of assignments within desired timeframes.
10. Be flexible in adapting to changes in priorities, work assignments, and other interruptions that may impact pre-established courses of action for completing or progressing with assignments.
11. Interact with individuals without eliciting negative or hurt feelings to achieve positive results.
12. Analyze situations accurately, thoroughly and timely, in order to determine and implement effective, appropriate courses of action.
13. Motivate others to do the job and to work toward common objectives.
14. Provide constructive feedback to others in a non-threatening manner and to accept feedback (positive or negative) from others.
15. Adapt quickly and appropriately to a variety of situations and personalities in order to react and respond appropriately to such situations.

16. Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.
17. Establish a course of action independently to accomplish specific goals.
18. Communicate effectively, both orally and in writing.

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 to meet the needs of the Commission.

Veterans' preference points will be added to the final score of all competitors who are successful in this examination and who qualify for and have applied for these points. Due to changes in the law, Veterans who achieve permanent civil service status are not eligible to receive veteran's points.

GENERAL INFORMATION

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

If you meet 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.

Veterans Preference: Veteran's preference credits will be added to the final score of all competitors who are successful in the examination and who qualify for and have requested these points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. Directions for applying for Veterans preference are on the Veteran Preference Application Form which is available from the California Department of Human Resources office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

Release Date: *December 16, 2013*