



# Chief Hearing Reporter, Public Utilities Commission

Open - San Francisco Only

CPUC

California Public Utilities Commission

Exam #: 4UC02

Class Code: 1223

Min. Salary: \$ 5762\*/mth

Max Salary: \$7215\*/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 application on line at: <https://emp.cpuc.ca.gov/joblistings.aspx>

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 18, 2014**

Applications must be **received online** by the final filing date. Applications received after the final filing date will not be accepted. Do not submit your application to the State Personnel Board.

## **THE POSITION – General Description**

Under the direction of the Chief Administrative Law Judge, acts as the supervisor of the Reporting Branch of the Public Utilities Commission; plans, organizes, and directs the statewide activities of the Branch; uses CAT to regularly take verbatim accounts of conferences, meetings, workshops, and hearings of the Public Utilities Commission; scopes notes and proofreads final transcripts; and may travel throughout the State to report proceedings.

## **JOB LOCATION**

This exam is for positions located in San Francisco only.

## **SALARY RANGE: \$5762 - \$7215\***

\*In addition, incumbents will receive a page rate for "daily" or expedited transcripts of \$4.65 per page (included in retirement).

## **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:

Possession of a State of California license as a Certified Shorthand Reporter **and**

### **Either I**

Two years of experience in California state service performing the duties of a Hearing Reporter, Public Utilities Commission.

### **Or II**

Four years of experience taking and transcribing verbatim accounts of conferences, hearings, proceedings, trials, and other formal meetings using electronic machine shorthand writing and scoping on a CAT system, two years of which must have been in a supervisory capacity.

**Additional Desirable Qualifications:** Education equivalent to completion of the twelfth grade. Real-time capable is preferred.

## **EXAMINATION INFORMATION**

**STAGE I:** The first stage in the examination is a performance test (machine/Stenotype skills test), weighted Pass/Fail. **Only those candidates who pass the performance test will be invited to Stage II.**

**STAGE II:** The second stage will consist of a qualifications appraisal interview, weighted 100% of the final exam score. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the total examination. Candidates who do not appear for any part of their scheduled examination will be withdrawn from the examination.

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

## **EXAMINATION DATES (Interviews will be held in San Francisco only)**

It is anticipated that the performance test will be held on July 30, 2014 and the interviews will be held in August 2014.

## **STAGE I - PERFORMANCE TEST (MACHINE/STENOTYPE SKILLS TEST) WEIGHTED PASS/FAIL**

The performance test will consist of a live two-voice dictation for 5 minutes with an additional one-minute non-graded lead-in. You will be given two separate five-minute tests, and we will use the test with the higher score for the pass/fail evaluation. You will be expected to bring your own Stenewriter and laptop, and set up a real-time cable to your laptop. After dictation is finished, you will not be allowed to scope any of the transcript. You will need to download your file to a hard disk. Before you erase your file from the writer and/or laptop, the proctor will make sure your file copied to your hard disk. Reasonable conflicts will not count as errors. Incorrect capitalization will not count as an error. Incorrect number conversion will not count as an error.

The skills test may include the following:

### Ability to:

1. Report verbatim material related to Public Utilities Commission hearings including questions and answers colloquy, statements, objections, and rulings on objections using CAT technology.

A **performance test waiver** will be provided to applicants who possess any of the following certifications:

1. CRR issued by NCRA (National Court Reporters Association)
2. FCRR issued by the USCRA (United States Court Reporters Association).
3. CRP issued by DRA (Deposition Reporters Association).

In order to receive a performance test waiver, you must state which certificate you hold in the "License/Certification" section of the online application, and provide a copy of said certificate upon request.

## **STAGE II - QUALIFICATIONS APPRAISAL INTERVIEW WEIGHTED 100%**

The interview may include the following:

Knowledge of:

1. Principles of effective supervision and training.
2. Computer-assisted Transcription (CAT) hardware and Case Catalyst software features as applied to PUC hearings and transcript production.
3. Set-up of all hardware and software.
4. Hearing structure and process.

Ability to:

1. Deal calmly and effectively with high stress situations (for example, tight deadlines, malfunctioning equipment).
2. Supervise and review the work of other hearing reporters.
3. Communicate verbally or non-verbally to coworkers regarding hearing schedule to maintain the flow of reporting.
4. Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.
5. Communicate information in a clear and organized manner.
6. Display a high level of initiative, effort, and commitment towards completing assignments in a timely manner.
7. Make appropriate decisions when faced with time constraints and limited information.
8. Perform multiple tasks or work on multiple assignments simultaneously, maintaining appropriate control and oversight of tasks/assignments completed.
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. Connect hardware and troubleshoot hardware problems that arise.
11. Work under the pressure of tight timelines when completing assignments.
12. Analyze situations and make correct decisions or draw accurate conclusions.
13. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of a variety of individuals.

### **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. We will not allow candidates who attain list eligibility to transfer their name to another agency's list.

**Veterans' Preference:** Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

### **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 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 score.

**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 laws and rules, and all competitors will be notified.

**Examination Locations:** CPUC examinations are typically given 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:**

#### **HOW TO APPLY FOR VETERANS' PREFERENCE**

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans' Preference form ([CalHR 1093](#)). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).