

# CEA A

## Career Executive Assignment Examination Announcement

### California Public Utilities Commission

**Exam #:** 5UC18    **Class Code:** 7500    **Min. Salary:** \$6453/month    **Max Salary:** \$11,733/month

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THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND 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.

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**POSITION:** CEA A – Public Advisor, Consumer Service & Information Division (CSID)

**LOCATION:** California Public Utilities Commission  
San Francisco Headquarters  
Consumer Service & Information Division (CSID)  
505 Van Ness Avenue, 2nd Floor  
San Francisco, CA 94102

Or

California Public Utilities Commission  
Los Angeles Office  
Consumer Service and Information Division (CSID)  
320 West 4<sup>th</sup> Street, Ste. 500  
Los Angeles, CA 90013

**FINAL FILING DATE:** November 2, 2015

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 (SPB)/California Department of Human Resources (CalHR).

If you previously applied during the publicity period of 8/12/2015 – 9/2/2015, you need not apply again.

#### DUTIES AND RESPONSIBILITIES

Under general direction of the Director, Consumer Service and Information Division, the incumbent is responsible for managing all aspects of the Public Advisor's Office (PAO) in San Francisco and Los Angeles. The PAO provides procedural information and advice to individuals and groups who want to participate in formal CPUC proceedings; keeps the Commission informed of barriers that prevent effective public participation; and, provide programs and services to educate and assist the public, including special accommodations and interpreter services. The Public Advisor is a senior division manager, and as such, the incumbent participates in division-wide strategies, and also ensures that the Division's strategic plan is implemented and that PAO's processes are constantly updated to reflect changes in utility regulation and practice. CSID supports the overall CPUC mission of serving the public interest by

being a first and direct line of contact for customers, and a conduit of information between the public and CPUC decision-makers. CSID assists and educates the public in interacting with the CPUC. CSID collects, analyzes, and addresses customer comments and complaints with regulated utilities.

This position can be located in either the CPUC San Francisco Headquarters or in the CPUC Los Angeles Office. The position requires frequent travel between San Francisco and Los Angeles and regular travel throughout California to support the work of the division and the agency. The Public Advisor frequently works evening hours and occasionally works weekend hours.

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

All applicants must possess the knowledge and abilities, and any other requirements, described in this bulletin.

Note: Eligibility to take a CEA examination does not require current permanent status in the civil service.

#### KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high level administrative and policy influencing functions effectively. Such overall ability requires possession of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of executive management and top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies. (Experience may have been paid or volunteer, in State service, other government settings or in a private organization.)

#### DESIRED EXPERIENCE AND QUALIFICATIONS

Each candidate's Statement of Qualifications (SOQ) must be in response to these Desirable Qualifications in the order listed below:

- 1) Demonstrated extensive administrative and managerial experience for managing a major agency program, including engaging in strategic planning and project implementation for continuous program growth and improvement, including personnel management techniques.
- 2) Demonstrated understanding of utility regulation and the Public Utilities Commission programs and procedures and ability to provide procedural information and advice to internal and external individuals and groups.
- 3) Demonstrated strong leadership skills, professional integrity, and the ability to motivate professional employees.
- 4) Ability to stay calm under pressure, particularly when working with stakeholders, including groups of constituents that can number in the hundreds.
- 5) Demonstrated ability to work collaboratively with, and gain the confidence and support of, executive management and top level administrators, both internally and externally.
- 6) Demonstrated experience in budget and contract preparation and management.
- 7) Ability to analyze complex situations and information and prepare recommendations under tight deadlines.

- 8) Demonstrated ability to comport themselves professionally and communicate effectively with others as demonstrated by strong written and verbal communication skills, and particularly the ability to represent the California Public Utilities Commission effectively in public forums, before other agencies of government, and before the state Legislature on matters relating to public policy and agency administration.

#### EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written (email) notification of their examination results. The eligibility list resulting from this examination will be used only to fill this position. Results from this examination will not be used to fill any other CEA positions or future vacancies for this position.

THE EXAMINATION WILL CONSIST OF AN APPLICATION AND STATEMENT OF QUALIFICATIONS (SOQ) WEIGHED 100%.

#### FILING INSTRUCTIONS

Applicants who fail to submit the Statement of Qualifications (SOQ) will be eliminated from this examination process.

#### Interested applicants must submit:

- An online application at: <http://www.cpuc.ca.gov/PUC/jobs/>.
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing. The SOQ shall be single-spaced, Times New Roman 12-point font and not to exceed three (3) typewritten pages.
- Resumes do not take the place of the Statement of Qualifications.
- The "Statement of Qualifications" should specifically address the desirable qualifications identified above.

If you have a disability and need special testing arrangements, mark the appropriate box on Question 2 of the "Examination and/or Employment Application (STD 678)." You will be contacted in advance of the examination to make specific arrangements that are convenient to you.

#### ELIGIBLE LIST INFORMATION

A candidate may only test once in a 12 month period. A list of eligible candidates will be established for the California Public Utilities Commission. Eligibility expires 12 months after it is established.

Questions concerning this position should be directed to Nunu Phengphanh, at (415) 703-5090 or e-mail at [sp5@cpuc.ca.gov](mailto:sp5@cpuc.ca.gov).

#### GENERAL INFORMATION

Applications are available at 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.