



CONSUMER SERVICES SUPERVISOR

Open Examination

CPUC

California Public Utilities Commission

Exam #: 5uc19

Class Code: 5904

Min. Salary: \$4602/month Max Salary: \$5720/month

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.

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: October 22, 2015

Online applications must be received no later than the final filing date. Applications received after the final filing date will not be accepted. Do not submit your application to the California Department of Human Resources (CalHR).

THE POSITION – General Description

A Consumer Services Supervisor plans, organizes, and directs the work of a group of professional staff involved in a consumer services program unit. Incumbents personally resolve the more sensitive and complex consumer complaints requiring broad knowledge of the consumer program/industry, or whose solution implies legal action, and does other job-related work as required.

JOB LOCATION

The exam covers positions located in Los Angeles and/or 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 cutoff date established by the testing office.

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 possessing 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

Two years of experience performing the duties equivalent in level to a Consumer Affairs Representative, Public Utilities Commission or Customer Services Representative.

Or II

Four years of experience, at least one year of which must have been in a supervisory capacity within the industry/company or other type of regulatory organization related to the department's regulatory program, with responsibility for interviewing existing or potential customers or clients, quoting prices, charges, terms, and conditions under which service is furnished; originating service or client orders; and answering inquiries and processing billing complaints with responsibility to recommend adjustments.

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 interview. Candidates who do not appear for their scheduled interview will be withdrawn from the examination process.

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

QUALIFICATIONS APPRAISAL INTERVIEW –WEIGHTED 100%

The interview may include the following:

A. Knowledge of:

1. Principles and practices of effective supervision.
2. A supervisor's role in promoting equal opportunity in hiring, developing, and promoting employees, and for maintaining a work environment which is free of discrimination and harassment.
3. Departmental law and regulations relating to the consumer program.
4. Departmental policies and decisions affecting consumers.
5. Industry terminology.
6. English grammar, spelling, and punctuation.
7. Major trends in consumer advocacy.
8. Investigative techniques and procedures.

B. Ability to:

1. Plan, organize, direct, and evaluate the work of employees.
2. Assess the training needs of employees.
3. Develop staff.
4. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
5. Explain and apply provisions of the departmental law and regulations regarding the regulated company/industry.
6. Supervise and motivate employees.
7. Ability to deal calmly and effectively in high stress situations.
8. Prepare correspondence and reports.
9. Handle with courtesy and tact a wide variety of public contacts by telephone and in person.
10. Audit company/industry business records.
11. Communicate effectively.

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: 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

The California Public Utilities Commission reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

For an examination with a written feature, it is the candidate's responsibility to contact the California Public Utilities Commission three days prior to the written test date if he/she has not received his/her notice of appointment.

For an examination without a written feature, it is the candidate's responsibility to contact the California Public Utilities Commission three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at the State Personnel Board office, local offices of the Employment Development Department, and in the Human Resources Office of the California Public Utilities Commission.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

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. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or jobs.ca.gov.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

Veterans' Preference Points: The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at 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 <https://www.calvet.ca.gov/>.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:
From TDD phones 1-800-735-2929 or from voice phones 1-800-735-2022

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505 VAN NESS AVENUE
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