

CEA B

Career Executive Assignment Examination Announcement

California Public Utilities Commission

Exam #: 5UC20 **Class Code:** 7500 **Min. Salary:** \$8985/month **Max Salary:** \$12,998/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.

POSITION: CEA B – Director, Consumer Service and 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

FINAL FILING DATE: December 7, 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).

DUTIES AND RESPONSIBILITIES

The Director, Consumer Service and Information Division, reports to the Executive Director of the Commission and is responsible for planning, organizing, and managing the functions of the Division, which includes staff located in San Francisco and Los Angeles. The Director supports the overall Commission mission of serving the public interest by overseeing multiple programs that assist consumers and stakeholders by being a first and direct line of contact for customers, and a conduit of information between the public and CPUC decision-makers. The Director coordinates the work of staff who provides procedural information and advice to individuals and groups who want to participate in formal CPUC proceedings; keeps the Commission informed of public comments and of barriers that prevent effective public participation; and, provides programs and services to educate and assist the public. The Director also oversees staff that assists individual utility customers with unresolved disputes with their regulated utilities, providing information, and referrals. The Director will have frequent direct contact with officials at the highest levels of government, including Legislators, the Governor's staff, agency directors, and with leaders in industry, the news media, and nonprofit organizations. The Director directs the work of a staff of 78, including professional and support staff.

The position requires frequent travel to Los Angeles to interact with division staff. It also requires travel to locations throughout the state to attend some Commission meetings, as needed or requested.

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 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 extensive managerial and program administration or broad program manager experience with substantial participation in the formulation, operation, 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) Ability to build trustworthy relationships with utilities, community groups and other external stakeholders.
- 2) Strong leadership skills, professional integrity, and the ability to motivate professional employees.
- 3) 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.
- 4) Ability to take action in a situation where complete information is unavailable or the consequences of actions are difficult to obtain.
- 5) Ability to juggle multiple competing priorities.
- 6) Organize, plan, develop and implement appropriate approaches to maximize results among stakeholders and implement well-crafted strategies.
- 7) Ability to interact with peers in a cooperative and positive fashion.
- 8) Ability to gain consensus when differing opinions prevail.
- 9) Ability to identify opportunities for improvement and proactively address them.
- 10) Ability to negotiate for needed resources in a persuasive and ethical manner.
- 11) Administrative and managerial experience for managing and overseeing program staff and work.
- 12) Understanding and commitment to strategic planning and project implementation for continuous program growth and improvement, including budget and contract preparation, and management and workforce development.
- 13) Ability to be adaptable to the changing needs reflected by the Commission and by changes in utility regulation and practice.
- 14) Commitment to ensuring equal access to services and employment, including active participation in diversity and inclusion activities.

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) WEIGHTED 100%.

FILING INSTRUCTIONS

Applicants who fail to submit the Statement of Qualifications (SOQ) by the final filing date 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 five (5) 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 Timothy Sullivan, Executive Director at 415-703-3808 or e-mail at tjs@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.