



# PROGRAM MANAGER, PUC

## Open – Continuous Examination

**CPUC**

**California Public Utilities Commission**

Exam #: 6UC25

Class Code: 3503

Min. Salary: \$10039/mth

Max Salary: \$11,403/mth

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.

### WHEN MAY APPLICATIONS BE FILED

The testing office accepts applications continuously and will notify and test applicants as needed. Do not submit your application to the State Personnel Board.

### THE POSITION – General Description

A Program Manager plans and organizes the work and directs the staff of a section in a division at the CPUC concerned with service, safety, certification, operations, earnings, valuation and rates of one or more types of public utilities, including that involving presentations before the Federal Energy Regulatory Commission and the Federal Communications Commission concerning electrical, telephone and telegraph, and natural gas producing and transmission companies; coordinates the work of a branch with that of other branches of the Division; confers with the Director of the Division, the Commissioners, and the heads of other divisions and branches on matters pertaining to utility regulation participates in hearings and testifies as an expert witness in proceedings before the Public Utilities Commission, Federal Commissions, and courts; upon assignment, represents the Division in formal matters before the Public Utilities Commission and Federal Commissions; carries out special assignments and studies; meets with officials of the utilities, Federal, State, County, City Governments, and Civic organizations on matters dealing with public utility regulation and related subjects; and does other job-related work as required.

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

All applicants must meet the education and/or experience requirements for this examination by the cut off 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

One year of experience at the level of Program and Project Supervisor, Public Utilities Commission in the California state service; or

One year of experience at the level of Public Utilities Regulatory Analyst V in the California state service; or

Two years of experience at the level of Senior Utilities Engineer with the California Public Utilities Commission; or

Two years of experience in the California state service performing economic, engineering, financial or statistical analysis related to the regulation of a gas, electric, communications or water utility in a class at the level of Public Utilities Regulatory Analyst IV.

Or II

Experience: Broad, extensive (more than five years) and progressively responsible technical experience with a gas, electric, communications, or water utility, or with an allied industry involving familiarity with the operation of one of these utilities or with a utility regulatory agency. At least two years of this experience shall have been in a responsible administrative capacity. (Experience in the California state service applied toward this requirement must include at least one year performing the duties of a class at least equivalent to Program and Project Supervisor, Public Utilities Commission, or Public Utilities Regulatory Analyst V.); and

Education: Equivalent to graduation from college with major work in engineering, economics, public policy, accounting, statistics or other related fields. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

EXAMINATION INFORMATION

This examination will consist of a situational judgment test weighted 25%, a written exercise weighted 30% and an oral interview weighted 45%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the overall examination. Candidates who do not appear for any part of their scheduled examination 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.

SITUATIONAL JUDGMENT TEST – WEIGHTED 25%

The situational test may include the following:

- A. Knowledge of:
1. Principles and methods of personnel management and supervision.
  2. CPUC processes and procedures.
  3. Standards of safety and service.
  4. Rate fixing procedures, including the development of revenues, expenses, taxes, depreciation, rate bases and rate of return.
  5. Knowledge of administrative and/or judicial decisions related to the work conducted in the CPUC.
- B. Ability to:
1. Assign priorities for yourself and others, in terms of the tasks to be accomplished.
  2. Seek out and define new projects for subordinates that will enhance the effectiveness and efficiency of the division.
  3. Analyze situations accurately and take effective action.
  4. Reach conclusions based on observation and facts to evaluate ideas in terms of potential for reaching desired outcomes.
  5. Reach appropriate conclusions from incomplete or ambiguous information.
  6. Generate new ideas or techniques applicable to solving problems or taking advantage or opportunities at work.
  7. Make decisions in a timely manner on the basis of the information available.
  8. Appropriately delegate work to employees.
  9. Take action in a situation where complete information is unavailable or the consequences of action is difficult to determine.
  10. Ability to recognize and adjust to changing priorities

WRITTEN EXERCISE – WEIGHTED 30%

The written exercise may include the following:

- A. Knowledge of:
1. California Public Utilities Code pertaining to utilities and basic court decisions affecting public utility regulation.
  2. Physical properties of utilities and of standards of safety and service.
  3. Utility financial structure, terminology, and prescribed accounting classifications for utilities.
- B. Ability to:
1. Use correct grammar, spelling, and punctuation when writing.

2. Prepare non-technical written records and documents (e.g. memos, letters).
3. Prepare material that documents the pros and cons and provides recommendations regarding the analysis of a problem.
4. Present key facts or points in a clear, organized, and concise format (e.g. analysis of data, ideas, or information).
5. Work independently, without close supervision and to make sure that both your own and Division's tasks are completed.
6. Reach appropriate conclusions from incomplete or ambiguous information.

#### QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 45%

The interview may include the following:

- A. Knowledge of:
  1. Procedures for conducting hearings before the CPUC and other regulatory agencies (Federal Communications Act, Federal Power Act, and Natural Gas Act).
  2. Principles and methods of personnel management and supervision.
- B. Ability to:
  1. Work independently, without close supervision and to make sure that both your own and the Division's tasks are completed.
  2. Take action in a situation where complete information is unavailable or the consequences of actions are difficult to obtain.
  3. Review past decisions and practices to ensure that whenever appropriate, current decisions and activities are consistent.
  4. Understand and perceive relevant detail from oral information that is presented in one-on-one or group situations.
  5. Present key facets or points in a clear, organized, and concise format (e.g., analysis of data, ideas and information).
  6. Work well with others (e.g. develop and maintain positive working relationships).
  7. Negotiate with other to achieve maximum benefits for all parties.
  8. Coordinate several competing projects or activities in order to ensure the most efficient use of time and other resources.
  9. Plan and supervise the preparation of exhibits.
  10. Monitor work of employees as it progresses and be aware of whether the work is consistent with time and quality criteria.

#### ELIGIBLE LIST INFORMATION

A candidate may only test once in a 24 month period. A list of eligible candidates will be established for the California Public Utilities Commission. Names of successful candidates will be merged onto the list in order of final scores, regardless of date. Eligibility expires 24 months after it is established; candidates may then retest to reestablish eligibility.

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 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.

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).