



CONSUMER SERVICES SUPERVISOR

Open – Continuous Examination

CPUC

California Public Utilities Commission

Exam #: 6uc24

Class Code: 5904

Min. Salary: \$4490/mth

Max Salary: \$5580/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 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.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION - MINIMUM QUALIFICATIONS

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

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 departmental eligible list will be established for the Commission. We are converting this examination to continuous filing. Names of successful candidates will be merged onto the list in order of final scores, regardless of date. A candidate may only test once in a 12 month period. Eligibility expires 12 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 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.