



California Public Utilities Commission

Consumer Services Supervisor Public Utilities Commission (CPUC)

Exam Code: 1UC20
Class Code: 5904
Exam Type: Departmental Open
Final Filing Date: Continuous

CLASSIFICATION DETAILS

CONSUMER SERVICES SUPERVISOR:

- Range: \$5,547.00 - \$6,896.00

View the [Consumer Services Supervisor](#) Classification Specification

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Candidates may only test once during a 12-month period. Eligibility expires 12 months after it is established; candidates may then reapply to retest, to establish eligibility.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “**Taking the Exam**” section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

The CPUC Selection Unit by clicking on the link: pucexams@cpuc.ca.gov.

Utilizing this email is the most **expeditious** and **preferred** method of communication.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

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.

NOTE: Applicants must submit a copy of their unofficial college transcripts along with the application when using education to meet the entrance requirements for this examination. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

POSITION DESCRIPTION

Consumer Services Supervisor (CSS):

This is the working supervisor level. Incumbents plan, organize, and direct 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 perform other related work.

Positions are in the following counties: Los Angeles, Sacramento, San Francisco

- Range: \$5,306.00 - \$6,596.00

EXAMINATION SCOPE

This examination will consist of a **Training and Experience**, weighted 100%. The Training and Experience consists of job-related questions for which candidates must choose their responses. A panel of subject matter experts will evaluate competitor responses to each question using job-related rating and scoring criteria.

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

A final score of 70% must be attained to be placed on the eligible list.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's knowledge and abilities.

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. Respond 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

An open eligible list for the Consumer Services Supervisor classification will be established for:

The California Public Utilities Commission.

Names of successful competitors will be merged onto the list in the order of final scores regardless of dates. Eligibility expires **twelve (12)** months after it is established. Candidates must then reapply to retest, to reestablish eligibility. **Candidates may only test once during a 12-month period.**

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans' status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

[Take the Consumer Services Supervisor CPUC examination](#)

TESTING DEPARTMENTS

California Public Utilities Commission

CONTACT INFORMATION

If you have any questions regarding this examination bulletin, please contact:
The CPUC Selection Unit by clicking on the link: pucexams@cpuc.ca.gov.

California Public Utilities Commission
Attn: Human Resources Division - Selection Unit
505 Van Ness Ave, Room 3008
San Francisco, CA 94102
Phone: 1-800-555-7809
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State workplace. 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 servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in

this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

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 laws and rules and all applicants will be notified.

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: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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) servicewide 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.