

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION External Affairs	EFFECTIVE DATE
BRANCH/SECTION News & Outreach Office/Consumer Affairs Branch (CAB)	CLASS TITLE Consumer Services Supervisor (CSS)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	PHYSICAL WORK LOCATION Los Angeles, San Francisco, Sacramento
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-163-5904-003
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.	

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:

Under the general direction of the Consumer Services Manager of the Consumer Affairs Branch (CAB), the Consumer Services Supervisor (CSS) is responsible for directing and supervising the activities of the Consumer Affairs Representatives (CARs). As the direct link between CARs and CAB management, the CSS must be on-site during regular business hours to assist CARs in daily CAB duties. CAB's primary responsibilities are to assist consumers in resolving informal complaints with a utility in accordance with the utility's rules and the Commission's policies and to answer consumers' questions regarding utility service and billing.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under, the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
35%	<u>ESSENTIAL FUNCTIONS:</u> Plans, organizes, and directs the activities of Consumer Affairs Representatives focusing on phone interactions. This includes assigning and reviewing phone call handling for quality, training, and coaching needs. While this role primarily focuses on phone contacts, it also involves collaborating with the Written team on process improvements for handling written and phone complaints. Assigns and reviews written correspondence, when needed from the Written Operations Team. Monitors the queue of consumer complaint cases and collaborates with other Consumer Services Supervisors to oversee all CAR staff. The CSS will attend relevant meetings and conferences and handle the most difficult or sensitive cases.
25%	Handles escalated and complex consumer phone calls, including informal appeals and takeovers. Negotiates with utility management on escalated cases originating from Consumer Affairs Representatives' phone interactions. Acts as a liaison with regulated utilities, building communication channels to improve phone complaint processing. Meets with utility counterparts to discuss consumer issues related to phone contacts. Attends relevant public hearings, training, conferences, and seminars.
25%	Performs a broad range of supervisory and administrative tasks including assigning and reviewing the work of direct staff and facilitating hiring of staff. Evaluates work performance of staff, closely monitors staff on probation by completing all probation reports timely and accurately. Leads in documentation efforts and communication to staff in the event of performance management processes and procedures, prepares various documents required in the performance management processes and is responsible for appropriate disciplinary documentation.
10%	Works closely and effectively communicates with direct reports and broader team along with other units within the Consumer Affairs Branch for coordination of phone calls, volume, and proper documentation management. Ensures and enforces a culture of collegial respect and responsiveness and an attitude of trust and reliability.
5%	<u>MARGINAL FUNCTIONS:</u> Other job-related duties as required by management and based on business needs.

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION****KNOWLEDGE AND ABILITIES** *[From Class Specs]***Knowledge of:**

Principles and practices of effective supervision; supervisory responsibilities under the Ralph C. Dills Act; 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; departmental law and regulations relating to the consumer program; departmental policies and decisions affecting consumers; industry terminology; report writing; major trends in consumer advocacy; investigative techniques and procedures.

Ability to:

Plan, organize, direct, and evaluate the work of employees; assess the training needs of employees; develop staff; understand and fulfill supervisory responsibilities under the Ralph C. Dills Act; effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment; explain and apply provisions of the departmental law and regulations regarding the regulated company/industry; supervise and motivate employees; mediate disputes concerning industry practices; prepare correspondence and reports; handle with courtesy and tact a wide variety of public contacts by telephone and in person; audit company/industry business records.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils.
- Frequent side-to-side turning of neck, walking, standing, bending, stooping,
- pushing/pulling and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. and occasional squatting, kneeling, and reaching above and at shoulder height.
- Employees will primarily work in an office environment with moderate noise levels, and controlled temperature conditions.
- See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.
- Hear in the normal audio range with or without correction.
- Occasional travel throughout the state of California may include overnight weekends and several days at a time; capability to manage staff in other geographical locations.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)

Anisa Miller

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE