

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION External Affairs Division/News & Outreach		EFFECTIVE DATE
BRANCH/SECTION Consumer Affairs Branch (CAB)		CLASS TITLE Program Technician III
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-163-9929-006
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 a Consumer Services Manager, the Program Technician III performs administrative, organizational, and technical duties to support work involving receiving consumer complaints and inquiries against investor-owned utilities.		
% 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>	
	<u>ESSENTIAL FUNCTIONS:</u>	
35%	Independently plans, organizes, and executes work associated with administrative organization including timekeeping and records management. Performs a variety of technical work involving the receiving and creating of consumer informal complaints and inquiries against investor-owned utilities which include information provided by the consumer. Manage incoming cases received by mail, email, and electronically through the CPUC website complaint form, digitally scan into the Consumer Information Management System, and log. Assigns and/or distributes daily case load evenly to Consumer Affairs Representative's (CARs). Date management will be performed using Oracle-based Consumer information Management System, word processing, Excel spreadsheets, and other software programs.	
30%	Maintains and prioritizes accurate computerized records as staff Timekeeper and informal complaint cases. Performs technical and administrative duties as needed; including creating and updating staff assignments, maintain staff contact information, email distributing lists and scheduling virtual meetings using WebEx and other software programs.	
20%	Special Assignments: Maintain equipment such as scanner, mail machine, time/data stamp and other office equipment. Maintain security desk with stocking of complaint forms and retrieval of written complaints left by consumers in complaint box (lobby). Pick-up and distribute pay warrants. Pick up and process mail received via US Mail as well as submitted by consumers electronically via the Internet.	
10%	Provide services for consumers that walk-in by providing an information complaint form and assisting in completion. Assists HR as a proctor for CPUC-administered examination, sets up interviews and serves as back-up to staff support as needed. Participates in CPUC-wide, initiatives, including but not limited to, HR and IT projects. Liaison for complaints received from Docket Office, HR, and Payroll to maintain timekeeping.	

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5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Assists as facilities liaison for the CAB division through use of data management using Oracle- based CIMS, ESSR, ETS, TTA and Outlook. Maintains and updates division contact information and email distribution lists using word processing, Xcel spreadsheets and other software programs. Other job-related duties as required.</p> <p><u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i></p> <p>Knowledge of: Modern office methods, equipment, and procedures and appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.</p> <p>Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic calculations with speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone and work independently with minimal direction.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> • 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. • Employee works onsite at their designated office location Monday - Friday during assigned business hours. Environment with moderate noise levels, and controlled temperature conditions. See in the normal visual range with or without correction; vision enough to read computer screens and printed documents and to operate equipment. 	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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

STATE OF CALIFORNIA

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