

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications		EFFECTIVE DATE
BRANCH/SECTION Carrier Oversight and Programs Branch (COPB)/Telco Licensing and Registration Oversight (TLRO)		CLASS TITLE Analyst I
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) 680-332-5157-xxx
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 supervision of the Program and Project Supervisor, the Analyst I will support the daily operations of the Telco Licensing and Registration Oversight (TLRO) program under the Communications Division. The Analyst I will utilize a variety of analytical techniques to assist, develop and evaluate alternatives; analyze data and present ideas and information effectively; and help resolve or advise on complex governmental and managerial problems. The Analyst 1 may also engage in any of the following activities based on the needs of the TLRO program and team: audit, calculate, gather, tabulate, compile, reconcile, interpret, and analyze data and other materials; develop solutions, provide recommendations and develop procedures; plan, implement, monitor, forecast, and evaluate assignments, projects and program initiatives; conduct administrative compliance reviews and field evaluations; plan, implement, and conduct training; respond to public complaints and inquiries; coordinate with colleagues, coworkers, management, and/or other stakeholders to perform various tasks; plan and perform administrative analysis; review and analyze proposed legislation and advise management on the potential impact; assist with drafting regulations; and conduct program analysis in support of the TLRO program. Duties and responsibilities require research, analysis, and the use of independent judgment and discretion to interpret and apply statutes, regulations, and policies and procedures.		
% 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>	
25%	<u>ESSENTIAL FUNCTIONS:</u> Responsible for the review and analysis of incoming Advice Letters (AL) to ensure that the documents submitted are complete (e.g., correct AL number, completed PAL Summary form, document attachments, and service list used). Provides training to Communications Division (CD) staff and management explaining and implementing rules associated with AL filings pursuant to G.O. 96-B rules. Monitors and manages all ALs and AL related documents submitted electronically (via TD_PAL@cpuc.ca.gov mailbox). In coordination with TLRO staff (e.g., Analyst II), maintains and updates the Oracle System-Proposal and Advice Letter (PAL)/or future tracking system to ensure that all Telco ALs received are processed in a consistent, efficient, and accurate manner using established processes. The incumbent analyzes the administrative filing issues and communicates with the utility and/or their representatives to correct. The incumbent assigns and distributes the ALs to the appropriate staff (CD Supervisor and/or Analyst); and performs follow up to ensure all ALs are handled timely by staff. The incumbent performs analysis and prepares monthly and ad hoc AL status reports. The incumbent maintains accuracy of instruction manuals related to advice letters. The incumbent collaborates with IT to address system issues and enhancements, as needed.	
15%	Monitors and manages the telephone provider contact information in 'Utility Contact Information System' (Oracle-UCS)/or future tracking systems: enters new carrier information, performs updates to existing carrier information, and completes appropriate steps to archive carriers from the system. Maintains accurate records (e.g., save cancellation requests and approval communications) related to the carriers' information changes. Review and process utility contact update requests through the Telecommunications & User Fees Filing System (TUFFS). Coordinates and communicates UCS updates to appropriate internal stakeholders (i.e., CD Surcharge Team and Consumer Affairs Branch) to complete the process of updating a carrier's profile in other Commission systems. Assists in generating and analyzing carrier status reports on a monthly or ad hoc basis.	

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

	Maintains accuracy of and provides updates to the instruction manuals related to the management of Oracle-UCS. Collaborate with IT to address system issues and enhancements, as needed.
15%	Oversees the electronic mailboxes (e.g., cdcompliance@cpuc.ca.gov, and telcoadvice.letterservice@cpuc.ca.gov, etc.) maintained by the TLRO program that receives electronic compliance filing, reporting, and general inquiries for the Communications Division. Ensures timely delivery of correspondence to CD supervisors and staff handling the issue/matter. Responds timely and accurately to questions received in all mailboxes with average difficulty from external and internal stakeholders. Develops, maintains and organizes all electronic compliance report filings received from the mailbox. Collaborates with IT to address requests for removal from Telco Advice Letter service lists.
15%	Review, analyze and provide the appropriate disposition for Tier 1 advice letter filings by telecommunications carriers (e.g., Contracts, Individual case base (ICB) contracts, Quarterly construction reports, etc.). Prepare and issue late-contract penalty letters pursuant to D.91-07-010 and D.07-09-019. Collaborate with TLRO staff to ensure all tracking databases are correct and accurate. Analyzes and prepares reports (e.g., weekly, monthly, annually, or ad hoc) including statistical trends on TLRO activities. Collaborate with the Division staff and management on ideas for improving the processes related to ALs/Resolutions/Report filings/Records retention and identify other areas of improvement. Review and process Order to Disconnect pursuant to T-17464; and prepare and issue the executive director letter associated with this task. Analyzes, reviews, and recommends improvement /updates to the California Public Utilities Commission CD public website and CD intranet (i.e., ensure that the websites meet internal and external stakeholder needs). Provides support in COPB for timely processing of proposed resolutions, Executive Director Decisions and website updates.
15%	Provides TLRO program support in managing, tracking, and analyzing annual report filings (i.e., Tariff, Affiliate Transaction Reports and Annual reports under GO104-A). In collaboration with TLRO Public Utilities Regulatory Analyst (PURA) staff, helps and support in analyzing, managing, and preparing citation tracking spreadsheet, documentation, and other materials issued pursuant to Res.T-17601: CD Citation program. The incumbent prepares and issue notices to utilities (e.g., annual reminder notice, non-compliance with annual reporting requirements, USPS certified mail, etc.)
10%	Coordinates the record retention related activities for the TLRO program consistent with Commission requirements/policy. The activities include but not limited to organizing and maintaining hard copy filings; maintaining the records retention tracking spreadsheet; performing routine inventory and purging (as appropriate) of hard copy filings in SF CPUC Office; weekly review and distribution of incoming TLRO program related mails received in the SF CPUC office (e.g., performance bonds and licensing requests); coordinating with Fiscal Office and ALJ Division related to licensing requests and fees (e.g., deliver misrouted checks and applications). The incumbent will also assist in maintaining electronic records for the program as directed.
5%	MARGINAL FUNCTIONS: Other related job duties as required including participation in "task force" teams dedicated to any Division/interdivisional/interbranch project or program. Provide back-up support to TLRO Analyst II as needed. Some travel may be required for training purposes. KNOWLEDGE AND ABILITIES <i>[From Class Specs]</i> Knowledge of: Knowledge of: Principles, practices, and trends of public and business administration, management, supportive staff services, and governmental functions and organization. Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

<u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u>		
Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.		
Incumbent may be required to sit for long periods of time at a workstation using a keyboard and computer screen. May be required to lift, carry, push, and pull materials and objects weighing up to 10 pounds.		
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