



California Public Utilities Commission

CONSUMER AFFAIRS REPRESENTATIVE

Public Utilities Commission (CPUC)

Exam Code: 1UC21

Class Code: 5903

Department: Public Utilities Commission

Exam Type: Departmental Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

CONSUMER AFFAIRS REPRESENTATIVE:

- Range A: \$4,070 - \$4,619.00
- Range B: \$4,475.00 - \$5,602.00

View the [Consumer Affairs Representative](#) 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 for this examination by the cut-off dates 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

One year of experience in the California state service performing duties of a class with a level of responsibility equivalent to that of a Program Technician III involving substantial contact with the general public in investigating, resolving, and/or adjusting consumer complaints.

Or II

Three years of experience with primary responsibility for investigating and resolving or adjusting consumer complaints. (Experience in the California state service applied toward this requirement must be performing the duties of a class at a level of responsibility equivalent to that of a Program Technician III.)

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 Affairs Representative:

This class describes the entry, training, and full journey person level of consumer services work performed within the Public Utilities Commission. Positions in this

class receive, investigate, and resolve informal consumer complaints against Commission regulated utility and transportation companies; answer inquiries from the public on tariffs, rates, and services; receive, deposit, account for, and disperse impounded funds; negotiate for consumers and/or consumer groups with transportation and/or utility company management regarding consumer concerns.

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

- Range A: \$3,893.00 - \$4,418.00
- Range B: \$4,280.00 - \$5,358.00

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.

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A. Knowledge of:

1. English grammar, punctuation, and spelling; effective oral communication techniques.

B. Ability to:

Build consensus and agreement among a diverse group of staff and decision-makers through the give-and-take of principled negotiations and compromise to resolve a variety of issues.

1. Objectively explain the reasons and rationale for decisions made and policies and practices implemented.
2. Make concise presentations with appropriate illustrative materials, to Commissioners, advisors, colleagues, and staff as needed.
3. Advise and to seek advice as appropriate from Commissioners, colleagues, and advisory staff.

4. Orally present statements of fact, law, policy, and arguments in a clear and logical manner.
5. Develop and maintain constructive relationships with colleagues and management in the ALJ Division, Commissioners' offices, Executive Division, Legal Division, staff, and others in the course of regular professional activities in the workplace.
6. Communicate effectively with colleagues and management in the ALJ Division, Legal Division, CPUC decision makers, staff, and parties.
7. Apply principles of effective management and communication techniques in order to foster employee growth and career development.
8. Plan strategically, think creatively about particular problems, and to apply innovative solutions.
9. Take initiative to identify training needs and opportunities.
10. Actively listen to, mentor, and motivate others.
11. Patient, objective and courteous.
12. Recognize and deal effectively with stress and other individuals in stressful situations.

ELIGIBLE LIST INFORMATION

A list of eligible candidates will be established for the California Public Utilities Commission. Names of successful candidates will be merged onto the list in the order of final scores regardless of dates. Eligibility expires 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 Affairs Representative 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.