



City of Los Angeles

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City of Los Angeles Personnel Department

per.lacity.org

COMMERCIAL FIELD REPRESENTATIVE

Class Code: 1600

Open Date: 07-25-14

ANNUAL SALARY

\$61,992 to \$77,047 and \$63,663 to \$79,072

Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.

NOTES:

1. For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
2. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.

DUTIES

A Commercial Field Representative reads electric and water meters; explains service requirements and procedures to customers; connects and disconnects water and electric services, metering appliances and automated metering devices; reports field irregularities; helps resolve customer complaints; may make field collections of utility bills; and performs related office and field duties as required.

Commercial Field Representatives work outdoors in all types of weather and conditions. In addition, Commercial Field Representatives will be required to operate a vehicle in a safe manner, may utilize their personal vehicle in the performance of their duties; operate a hand-held or personal computer; and may work overtime including weekends and late evenings as needed.

REQUIREMENTS

1. Two years of full-time paid experience as a Meter Reader or as a Customer Service Representative with the City of Los Angeles, Department of Water and Power; **or**
2. Two-years of full-time paid experience in a class at the level of Senior Clerk with the City of Los Angeles, Department of Water and Power processing water or electric service accounts or requests for such service, or contacting the public to explain water and electric service requirements and procedures.

NOTES:

1. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
2. A valid California driver's license and a good driving record are required. Candidates must have a driving record free of at-fault accidents and/or moving violations within the last year. Applicants who have three or more moving violations or at-fault accidents, or any combination of moving violations and at-fault accidents totaling three or more within the last five years, will be disqualified and will not be eligible for hire.

WHERE TO APPLY

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

NOTES:

1. Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.
2. All application materials must be complete for you to be considered a candidate in this examination.

APPLICATION DEADLINE

Applications must be received by THURSDAY, AUGUST 7, 2014.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

SELECTION PROCESS

Examination Weights:	Written Test	Qualifying
	Interview	100%

The examination will consist of a qualifying written test and an interview. In the qualifying written test, which will consist entirely of multiple-choice questions, candidates may be examined for knowledge of: Department of Water and Power rules and regulations governing electric and water services including those related to billing procedures, applications, deposits, field collections of utility bills, and illegal use of services; the ability to: drive a motor vehicle in a safe and proper manner; read street maps; read electric and water meters; use various tools sufficient to uncover, dismantle, or remove objects; read sufficient to understand procedure manuals; deal tactfully and effectively with co-workers and the public; act quickly and decisively in emergency situations in order to ensure personal safety; and other necessary skills, knowledge and abilities.

Passing Score for Qualifying Written Test

The passing score for the qualifying written test will be determined by Personnel Department staff after the qualifying written test is administered. Consideration will be given to the number of candidates taking the test and the existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two years. **Therefore, the passing score for the qualifying multiple-choice written test may be set either above or below 70%.**

In the interview, emphasis will be placed on the nature and adequacy of the candidate's experience, training, and personal qualifications as they have provided the background needed to perform the duties of a Commercial Field Representative, including knowledge of: Department of Water and Power rules and regulations governing electric and water services including those related to billing procedures, applications, deposits, field collections of utility bills, and illegal use of services; the ability to: drive a motor vehicle in a safe and proper manner; work in hazardous environments; prioritize, multi-task, and manage duties; communicate orally in a clear and concise manner in order to provide information; deal tactfully and effectively with co-workers and the public; act quickly and decisively in emergency situations in order to ensure personal safety; work effectively and efficiently with minimum supervision in order to work in the field; and other necessary skills, knowledge and abilities.

Candidates will be notified later by mail of the time and location of the qualifying written test, which will be held in a single half-day session on **SATURDAY, OCTOBER 18, 2014** in Los Angeles.

NOTES:

1. This examination is based on a validation study, and as provided by Civil Service Commission Rule 4.20, the written test will not be subject to candidate inspection.
2. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
3. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
4. Seniority credit at the rate of 0.25 of a point for each year of continuous service will be added to the interview test score of each candidate.
5. A final average score of 70% is required to be placed on the eligible list.
6. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
7. Candidates may be required to lift up to 15 pounds and occasionally over 25 pounds.

**THIS EXAMINATION IS TO BE GIVEN ONLY
ON AN INTERDEPARTMENTAL PROMOTIONAL BASIS**

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.

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