



# City of Los Angeles

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City of Los Angeles Personnel Department

[per.lacity.org](http://per.lacity.org)

## SENIOR UTILITY SERVICES SPECIALIST

**Class Code: 3753**

**Open Date: 11-30-18**

**(Exam Open to All Current City Employees)**

### **ANNUAL SALARY**

\$117,199 to \$145,596

### **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](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 Senior Utility Services Specialist assigns, reviews, evaluates, and may assist in the work of employees engaged in the marketing, efficient use and conservation of electric energy and water among residential, commercial, industrial, governmental and institutional customers; develops and implements marketing plans and strategies; oversees various marketing and customer outreach support functions; develops and implements energy and water efficiency programs; manages large commercial accounts; facilitates resolution of complex customer issues; conducts energy and water surveys and audits; advises residential, business and commercial customers on conservation techniques and practices, business solutions, and products and services; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills equal employment opportunity responsibilities; and does related work.

### **REQUIREMENT/MINIMUM QUALIFICATION**

Two years of full-time paid experience with the City of Los Angeles as a journey-level Utility Services Specialist or in a position at that level which provides experience in conducting conservation audits; building and maintaining long-term relationships with large business customers; supporting customer management and communications; analyzing, planning, designing, implementing or marketing of water and/or energy-efficiency programs or rate applications for residential, commercial and/or industrial establishments; evaluating the effectiveness of existing products, programs and services; analyzing the potential for new products, programs and services; or analyzing detailed customer service information and market intelligence information and competitors.

### **PROCESS NOTES**

1. Applicants who lack six months or less of the above experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
2. Time served as a Utility Services Specialist "C"- entry-level (the Los Angeles Department of Water and Power DDR Number 95-37551), will not be recognized as journey-level experience.
3. A valid California driver's license is required. Applicants will be disqualified and not eligible for hire if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).

### **AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

For additional information and FAQs regarding the City's hiring process, please go to: <http://per.lacity.org/index.cfm?content=employmenttestingprocess>

## **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 at <https://www.governmentjobs.com/careers/lacity/promotionaljobs> for Promotional Examinations.

## **NOTE:**

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

## **APPLICATION DEADLINE**

**Applications must be submitted on-line by THURSDAY, DECEMBER 13, 2018.**

## **SELECTION PROCESS**

<b>Examination Weights:</b>	<b>Essay</b> .....	<b>Advisory</b>
	<b>Interview</b> .....	<b>100%</b>

The examination for Senior Utility Services Specialist will consist entirely of an evaluation of training, experience, and personal and professional qualification by interview. In the interview, the following competencies may be evaluated: Analytical Ability; Attention to Detail; Customer Service; Interpersonal Skills; Judgement and Decision Making; Supervision; Teamwork; Written Communication; and Job Knowledge, including knowledge of: conservation practices related to the efficient use of electrical energy and water for residences and non-residential customers; functions and operation of heating, cooling, refrigeration, lighting, ventilating, and other systems pertaining to energy and water use; and other necessary knowledge, skills, and abilities.

Additional information can be obtained by going to <http://per.lacity.org/eeo/JobAnalyses.htm> and clicking on Competencies under Senior Utility Services Specialist.

Prior to the interview, applicants will be required to prepare some written material related to the duties and responsibilities of a Senior Utility Services Specialist. This essay material will not be separately scored, but will be presented to the interview board for discussion with the candidate and for consideration in the overall evaluation of the candidate. Please note that applicants must complete the advisory essay and meet minimum qualifications as stated on this bulletin in order to be considered further in the examination process.

The advisory essay will be administered on-line. Applicants invited to participate in the examination will receive an e-mail from the City of Los Angeles outlining the specific steps needed to complete the on-line advisory essay. Applicants will be required to complete the on-line advisory essay between **MONDAY, JANUARY 14, 2019 and MONDAY, JANUARY 21, 2019**. Additional instructions will be sent via e-mail. Applicants who fail to complete the advisory essay as instructed may be disqualified.

## **NOTES:**

1. This examination is based on a validation study.
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](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 that bulletin.
4. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
5. Candidates will have seniority credits added to their examination grade at the rate of 0.25 of a point for each year of continuous classified City service in those classes which provide qualifying experience for this class.
6. A final average score of 70% is required to be placed on the eligible list.
7. In accordance with Civil Service Rule, Sec. 4.24, review periods may be combined. Candidates in the examination process may file protests as provided in Sec. 4.20, 4.22 and 4.23 as applicable and within the required time frame; however, the Personnel Department may respond to and resolve protests prior to the establishment of the eligible list.

## **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.