



# City of Los Angeles

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City of Los Angeles Personnel Department

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

## UTILITY SERVICES SPECIALIST

**Class Code: 3755**

**Open Date: 07-25-14**

### **ANNUAL SALARY**

\$73,284 to \$91,056; \$85,392 to \$106,080; and \$98,616 to \$122,520

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](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**

Promotes through extensive customer contacts the marketing, efficient use and conservation of electrical energy and water among commercial, governmental, institutional, industrial and residential customers; contacts customers and performs difficult and complex needs analyses, including energy and/or water usage, and other products and services; performs complex data and fiscal analyses including rate analyses, Return on Investment (ROI) analyses on various water and/or electric measures, and others; develops, implements, and administers marketing strategies and programs; including environmental/energy efficiency incentive programs; may perform complex load, rate, segmentation and other analyses for individual customers or market segments; manages and facilitates communications with customers via direct or electronic means; researches, assembles, analyzes, and interprets customer data and prepares correspondence, presentations, and reports to executive management inside and outside of the Department of Water and Power (DWP) on key customer issues such as new construction projects, complex billing issues, water and power emergencies, water and/or electric rate analyses and the impact of a broad spectrum of issues on DWP customers, including local, State and Federal legislation, service and other requirements of DWP, and the effect of energy price, reliability, and quality on business decisions; manages consumer issues related to potable and recycled water supply sources, water quality and safety, including public health issues; presents customers and contractors with cost-effective recommendations for the conservation and efficient use of energy and water; collaborates with outside organizations and other utility personnel to market and install environmentally beneficial upgrades to homes and businesses; employees at the lead level act as the group lead and assist in training; may be required to chair or participate on working committees, cross-functional teams or multi-agency meetings; may be required to perform technical or specialized duties; and does related work.

### **NOTE:**

You must also review and complete an on-line Job Preview Questionnaire (JPQ), which will provide you with a realistic understanding of the job of Utility Services Specialist.

### **REQUIREMENT**

A Bachelor's degree from a recognized four-year college or university.

### **NOTES:**

1. Upon appointment, an employee may be required to provide an automobile, properly insured, for use in City service. Mileage will be paid in accordance with established rates.
2. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment to these positions 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).

### **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.

### **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 received by **THURSDAY, AUGUST 7, 2014.**

## **SELECTION PROCESS**

<b>Examination Weights:</b>	<b>Written Test</b> .....	<b>Qualifying</b>
	<b>Advisory Exercise</b> .....	<b>Advisory</b>
	<b>Interview</b> .....	<b>100%</b>

The examination will consist of a qualifying written test, an advisory exercise and an interview. In the qualifying written test, which will consist of multiple-choice questions, candidates may be examined for knowledge of: principles and practices pertaining to water and electrical terminology, marketing, and water and energy efficiency; mathematics, including algebra; computer applications and software, including database management; the ability to interpret and analyze data including rate calculations and cost/benefit analysis; read and interpret charts, graphs, and spreadsheets; read, interpret, and follow complex directions and documents; plan and organize work in order to manage multiple assignments and responsibilities efficiently, including successful project management; communicate tactfully and effectively with management, co-workers and customers; 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 close of the filing period. 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%.**

Candidates must achieve a passing score on the qualifying written test, and must complete the advisory writing exercise, in order to be invited to the interview.

In the interview, emphasis will be placed on the nature and adequacy of the candidate's experience, training, and personal qualifications as they demonstrate the knowledge of: basic principles and practices pertaining to water and electrical terminology, marketing, and water and energy efficiency; computer applications and software, including database management; the ability to interpret and analyze data from various sources in order to present financial and conservation measure information; write sufficiently to prepare letters, presentations and reports clearly and concisely; plan and organize work in order to achieve the Department's objectives; successful project and time management sufficiently to manage multiple assignments and responsibilities efficiently; communicate tactfully and effectively with management, co-workers and customers; and other necessary skills, knowledge and abilities.

During the interview, candidates will be required to respond to an advisory exercise related to the duties and responsibilities of an Utility Services Specialist. This material will not be separately scored, but will be presented to the interview board for discussion with each candidate and for consideration in the overall evaluation of the candidate's qualifications.

### **NOTE:**

After all applications have been received and filing is closed, Personnel Department staff will determine the appropriate exam content to be used. Subsequently, candidates will be notified by mail of the exam content to be followed in the examination.

Candidates will be notified later by mail of the time and location of the qualifying written test, which is anticipated to be administered in a single half-day session on **SATURDAY, NOVEMBER 15, 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](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 weighted test score of each candidate.
5. A final average score of 70% in the interview portion of the examination 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.

### **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.