



City of Los Angeles

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City of Los Angeles Personnel Department

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COMMERCIAL SERVICE SUPERVISOR

Class Code: 1213

Open Date: 07-25-14

ANNUAL SALARY

\$63,287 to \$78,613; \$64,665 to \$80,325; \$66,231 to \$82,288; \$69,154 to \$85,921; \$70,240 to \$87,278; \$71,910 to \$89,345; \$76,608 to \$95,191

NOTES:

1. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.
2. For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
3. The salary range in the Department of Water and Power covers multiple steps and candidates may be appointed to a higher step in the salary range.

DUTIES

A Commercial Service Supervisor assigns, reviews and evaluates the work of a group of assigned staff engaged in customer service office work requiring considerable customer contact by phone, in person, and via the Internet to address issues dealing with billing and collection of customer accounts and service requests in the Customer Service Division in the Department of Water and Power; independently performs difficult customer service-related work, communicates directly with customers to resolve disputes, and may independently manage a Customer Service Center in the community; will handle supervisory tasks which include but are not limited to hiring practices such as conducting interviews and recommending disciplinary actions; applies sound supervisory principles, techniques and employee development processes in building team work and maintaining an effective and safe work force; and fulfills safety and equal employment opportunity responsibilities. Assignment may also include the responsibility for daily banking activities in the Customer Service Center, including preparing daily deposit for armor pick-up.

REQUIREMENT

Two years of full-time paid experience with the City of Los Angeles as a Customer Service Representative, Commercial Field Representative, Senior Commercial Field Representative, Electric Service Representative or Water Service Representative.

NOTES:

1. Candidates must achieve a passing score in the qualifying written test in order to be called for the subsequent portion of the examination.
2. 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.
3. 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

Examination Weights:	Written Test	Qualifying
	Writing Exercise	Advisory
	Interview	100%

The examination will consist of a qualifying multiple-choice written test, advisory writing exercise, and an interview. In the qualifying multiple-choice written test, candidates may be examined for knowledge of: Department of Water and Power policy for refund and adjustment and granting extensions of payment; kinds of information stored in the Customer Care and Billing System; preparation and interpretation of bills and statements and method for calculation of taxes and related fees; information required to open or close an account; Department policy regarding disconnection for cause and customer's appeal rights; Remittance Processing Unit Manual; pertinent City and Personnel Department rules, policies and procedures; Department of Water and Power working rules, electric and water rules, and electric and water rate ordinances; and other necessary skills, knowledge, and abilities.

On the same day as the qualifying multiple-choice written test, candidates will be required to respond to an advisory writing exercise related to the duties and responsibilities of a Commercial Service Supervisor. This material will not be separately scored, but for those candidates who pass the qualifying multiple-choice written test, it will be presented to the interview panel for discussion with the candidate and consideration in the overall evaluation of the candidate's qualifications. Those who do not complete the advisory writing exercise will not be invited to the interview and will be considered to have failed the entire examination.

Candidates will be notified later by mail of the time and location of the qualifying multiple-choice written test and advisory writing exercise, both of which will be held in a single half-day session on **SATURDAY, NOVEMBER 1, 2014**, in Los Angeles.

Passing Score for the 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 may be set either above or below 70%.

All candidates who pass the qualifying multiple-choice written test and complete the advisory writing exercise will be invited to participate in the interview.

The examination score will be based entirely on the interview. In the interview, emphasis may be placed on the candidate's experience, training, and personal qualifications as they demonstrate the knowledge of: Department of Water and Power organization and working rules, electric and water rules, and electric and water rate ordinances; organization and function of the Customer Services Division; Division policy regarding customer relations and complaints; Remittance Processing Unit Manual; Customer Care and Billing system; criteria for determining deposit required to open or maintain an account; supervisory principles and practices; pertinent City and Personnel Department rules, policies and procedures including Equal Employment Opportunity policies; standards of performance and work output for Customer Service Supervisors and subordinate staff; and the ability to plan, assign, and review the work of subordinate staff; communicate orally and in writing in an effective manner; deal tactfully and effectively with subordinates, management, and the public; and other necessary skills, knowledge and abilities.

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 it is determined that they do not possess the minimum qualifications stated on this bulletin.
4. A final average score of 70% in the interview portion of the examination is required to be placed on the eligible list.
5. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
6. 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.

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.