



City of Los Angeles

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City of Los Angeles Personnel Department

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SENIOR COMMERCIAL FIELD REPRESENTATIVE

Class Code: 1602

Open Date: 05-09-14

ANNUAL SALARY

\$66,795 to \$82,977; \$68,298 to \$84,856; \$69,906 to \$86,860; \$71,472 to \$88,823; \$72,933 to \$90,619; \$74,353 to \$92,394.

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

DUTIES

A Senior Commercial Field Representative performs highly technical inspections of water and electric meters and service for compliance with Department of Water and Power regulations; estimates charges for unmetered water and electricity; investigates customer complaints regarding electric and water service and explains the results of the investigation to the customer in person or in writing; investigates and records data relative to connected loads and rate classification; may investigate water and electric service irregularities, including facilities where illegal wiring, improper connections, or diversion of service is suspected or indicated; may supervise and work with, or assist in supervising, employees engaged in the field activities of the Customer Services Division of the Department of Water and Power.

REQUIREMENTS

1. Two years of full-time paid experience as a Commercial Field Representative or in a class at that level working in the field turning water or electric services on and off, or in the field collection of utility bills; **or**
2. Two years of full-time paid experience as a Meter Reader team leader responsible for overseeing the field activities of a group of Meter Readers assigned to a van.

NOTES:

1. **Applicants 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 above experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
3. Applicants filing using City experience other than the City class of Commercial Field Representative must submit a Los Angeles "Verification of Work Experience" (VWE) form, which must indicate the percentage of time performing the work that is claimed as qualifying experience. Copies may be obtained on-line at <http://per.lacity.org/exams/verifywork.pdf>.
4. A valid California driver's license and a good driving record are required. Applicants 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.
5. Upon appointment, an employee may be required to provide an automobile, properly insured, for use in City service. Mileage and per diem will be paid in accordance with established rates.

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, MAY 22, 2014.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Examination Weights:	Written Test	Qualifying%
	Interview	100%

The qualifying multiple-choice written test will be administered in a single half-day session on **SATURDAY, JULY 12, 2014**, in Los Angeles. Candidates will be notified later by mail of the time and place of the written test.

The passing score for the qualifying written test will be determined by Personnel Department staff after the 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%.**

The examination will be based entirely on the interview. In the interview, emphasis may be placed on the nature and adequacy of the candidate's experience, training and personal qualifications as they demonstrate knowledge of: Department of Water and Power electric and water rates, rules, and regulations; departmental procedures for handling customer claims and billing procedures for electric and water usage; major plumbing and electrical problems related to water and electrical usage; electrical and water diversion techniques and methods; electrical safety procedures; supervisory principles and techniques, including equal employment opportunity; the ability to exercise independent judgment to adapt to different situations and working conditions; coordinate and set priorities; work effectively and efficiently with minimal supervision; deal tactfully and courteously with others; communicate orally on a one-to-one and one-to-group basis to convey information and effectively present technical information; and other necessary skills, knowledge and abilities.

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. A final average score of 70% on the interview portion of the examination is required to be placed on the eligible list.
5. 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.
6. You must have received a regular appointment to a City position or be on a reserve list to file on a 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.