Summary of Duties: Plans, organizes, directs, assigns, reviews, and evaluates the work of Electric Service Representatives engaged in providing assistance to Department of Water and Power customers and contractors regarding electric power distribution and service, design, construction, and installation activities, and the interpretation of rules; directs the inspection of new and modified electric distribution facilities and services, and the investigation of customers' complaints regarding services and equipment, and approves necessary corrective action; applies supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

Distinguishing Features: A Senior Electric Service Representative is a full-time supervisor of employees making field investigations and inspections of electric distribution facilities and services for compliance with Department of Water and Power rules and regulations. An employee of this class may personally investigate the more difficult and technical problems or those involving potential liability to the Department of Water and Power.

A Senior Electric Service Representative reports to either a higher-level Senior Electric Service Representative or a Senior Power Engineer. Assignments are usually received in terms of written orders and reviewed in terms of results obtained and quality of work accomplished. A Senior Electric Service Representative exercises independent judgment in making decisions and when working alone in the field.

As bona fide supervisors, incumbents in the class of Senior Electric Service Representative are distinguished from lead workers in the class of Electric Service Representative in that Senior Electric Service Representatives are responsible for the performance of the full range of supervisory activities including application of discipline, processing and resolution of grievances, evaluation of performance, and approval of time-off requests.

Examples of Duties: Plans, organizes, directs, assigns, reviews, and evaluates the work of Electric Service Representatives engaged in: inspecting utility power distribution and service facilities during construction and upon completion for conformance to Department standards and state laws; contacting customers and investigating complaints of deficient circuitry, metering and electric services, and recommending corrective action such as power line construction changes, electric service modifications or meter repairs; performing field checks and load studies to determine load on power line circuits; surveying connected load on customers.
electric services and investigating defects in customers' wiring, metering or equipment; and analyzing maps, charts, shop drawings, and other data to determine load and metering requirements for new service customers;

Reviews subordinates' reports and evaluates their recommendations; directs the investigation of damage to customers' equipment and reviews subordinates' recommendations regarding the Department's responsibility; may personally investigate complaints referred by subordinates which are of a complex and technical nature; meets with subordinates to present and review work policies and safety procedures and to exchange information gained in the field; coordinates the work of the unit with the work of Department of Water and Power design, construction and maintenance personnel; consults with public and private organizations on customer equipment problems, proposed Electrical Code changes, and improvement of service to customers; communicates equal employment/affirmative action information to employees; applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates; assists employees in preparing for promotion as described in the City's Affirmative Action Program; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** A good knowledge of the principles of electricity pertaining to utility distribution power line construction, load and voltage control, and electric services, metering, and customers' electric equipment; a good knowledge of equipment, materials, and practices used in the construction of overhead and underground power distribution systems, and in the installation
and maintenance of electric services and meters; a good knowledge of common
types and sources of power line voltage, service and metering irregularities;
a good knowledge of Department regulations, electric rate schedules, and local
and state laws applicable to utility power line construction and the
installation, maintenance, repair and use of electric services and meters; a
good knowledge of safety principles and practices;

da good knowledge of supervisory principles and practices including planning,
delegating and controlling the work of subordinates; a good knowledge of
techniques of training, instructing and evaluating subordinate work
performance; a good knowledge of techniques for counselling, disciplining and
motivating subordinate personnel; a good knowledge of the procedures for
grievance handling; a good knowledge of supervisory responsibility for EEO/A
as set forth in the City's Affirmative Action Program; a working knowledge of
the Los Angeles City Electrical Code; a working knowledge of overhead and
underground power distribution systems in the City of Los Angeles; a working
knowledge of the characteristics of electric equipment used by customers; a
working knowledge of the laws and regulations related to equal employment
topportunity and affirmative action; a working knowledge of memoranda of
understanding as they apply to subordinate personnel; a general knowledge of
City personnel rules, policies and procedures;

the ability to deal tactfully and effectively with the public; the ability to
analyze and evaluate subordinates' reports and recommendations on defects in
utility power lines and customers' electric services and equipment; the
ability to explain complex regulations and technical data regarding electri
services to customers; the ability to read maps and drawings; the ability to establish and maintain a work environment to enhance both employee morale and productivity; the ability to apply supervisory principles and techniques; and the ability to fulfill supervisory affirmative action responsibilities as indicated in the City's Affirmative Action Program.

Two years of full-time paid experience as an Electric Service Representative is required for Senior Electric Service Representative.

License: A valid California driver's license and a good driving record is required.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of
any position shall be.