

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 o r
equipment; and analyzing maps, charts, shop drawings, and other data t o
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 personall y
investigate complaints referred by subordinates which are of a complex an d
technical nature; meets with subordinates to present and review work policie s
and safety procedures and to exchange information gained in the field ;
coordinates the work of the unit with the work of Department of Water an d
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 equa l
employment/affirmative action information to employees; applies job-relate d
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 b e
assigned to other duties for training purposes or to meet technologica l
changes or emergencies.

Qualifications: A good knowledge of the principles of electricity pertainin g
to utility distribution power line construction, load and voltage control, and
electric services, metering, and customers' electric equipment; a goo d
knowledge of equipment, materials, and practices used in the construction o f
overhead and underground power distribution systems, and in the installatio n

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;

a 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/AA 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 opportunity 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 electric

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.