

Summary of Duties: A Telecommunications Regulatory Officer plans, organizes and directs the activities of the Bureau of Franchise Development and Administration of the Department of Telecommunications. The Bureau develops, negotiates, enforces, and administers telecommunications franchise agreements in the City of Los Angeles. A Telecommunications Regulatory Officer may personally perform the above duties and does other related work. An employee in this class uses sound supervisory principles and techniques to build and maintain an effective work force and satisfy affirmative action responsibilities.

Distinguishing Features: A Telecommunications Regulatory Officer oversees, develops, and regulates all telecommunications franchises in the City of Los Angeles. An employee in this class formulates policies and procedures for enforcing performance and compliance requirements of telecommunications franchises. A Telecommunications Regulatory Officer also reviews revenue projections and service standards for cable television franchises and other telecommunications franchises.

A Telecommunications Regulatory Officer may act as the Franchise Development and Administration Bureau Head. An employee in this class may supervise another Telecommunications Regulatory Officer.

A Telecommunications Regulatory Officer, as a bona fide supervisor, performs the full range of supervisory activities. These include applying discipline, processing and resolving grievances, and rating employee performance.

A Telecommunications Regulatory Officer is different from a Telecommunications Planning and Utilization Officer. The Telecommunications Planning and Utilization Officer plans and develops uses of telecommunications systems primarily for City departments. A Telecommunications Regulatory Officer oversees the telecommunications systems of private operators authorized to provide systems service to the citizens of the City. A Telecommunications Regulatory Officer also formulates policy recommendations responding to developments in the telecommunications field.

Examples of Duties: A Telecommunications Regulatory Officer:

- * Oversees the staff in the Bureau of Franchise Development and Administration who:
 - * Negotiate with operators of private telecommunications systems the terms and conditions of franchise agreements.
 - * Prepare and review evaluations and recommendations on franchise proposals.
 - * Audit reports submitted by franchisees on system construction and franchise fees.

- * Resolve consumer complaints about various matters such as cable signal quality or right-of-way access.
- * Conduct surveys and studies on public needs assessments for telecommunications services and consumer satisfaction.

- * May personally perform the above duties.

- * Develops telecommunications franchise service standards such as:
 - * Responsiveness of the franchisee to consumer requests for service.
 - * Subscriber notification of changes to service and charges by the franchisee.
 - * Broad categories of services offered by telecommunications franchises in the City.

- * Formulates policies and procedures to monitor franchise performance and compliance with franchise agreements.

- * Develops and implements rate review and regulation procedures.

- * Evaluates the overall performance of a telecommunications franchise.

- * Meets with franchisee management on the results of investigations and audits.

- * Reviews Federal, State, and local legislation which may affect telecommunications services.

- * Makes recommendations on telecommunications matters to Department management, the Board of Telecommunications Commissioners, and the City Council.

- * Directs the preparation of various reports, analyses, recommendations, records, and correspondence related to Bureau business.

- * Selects, orients, assigns, trains, counsels, and disciplines employees using job-related criteria.

- * Gives equal employment/affirmative action information to employees.

- * Helps employees prepare for promotion as described in the City's Affirmative Action Program.

- * May act as the Franchise Development and Administration Bureau Chief.
- * May represent the City on all telecommunications related matters before various legislative bodies.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

A Good Knowledge of:

- * The activities, goals, and services of the Department of Telecommunications.
- * The various cable franchise agreements in effect within the City of Los Angeles.
- * The Los Angeles City Charter and Administrative Code provisions, ordinances and regulations governing the operation, regulation, and franchising of cable television and other telecommunications systems.
- * State and Federal laws affecting cable television and other telecommunications systems.
- * Court decisions and principles of administrative law on cable television and other telecommunications systems regulation.
- * Engineering, accounting and financial practices used to manage and regulate cable television and other telecommunications systems.
- * Supervisory principles and practices including: planning, delegating, and controlling the work of subordinates.
- * Techniques for counseling, disciplining, training, instructing, and motivating subordinate personnel.
- * Techniques for evaluating employee work performance.
- * Procedures for handling grievances.

- * Supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program.
- * Effective safety principles and practices.

A Working Knowledge of:

- * Memoranda of understanding as they apply to subordinate personnel.

A General Knowledge of:

- * Tools and materials used to construct, service, install, and maintain cable television and other telecommunications systems.
- * Common sources of trouble while installing, maintaining, and operating cable television and other telecommunications systems.
- * Various telecommunications system components, including their purpose and operating characteristics.
- * City personnel rules, policies, and procedures.

The Ability to:

- * Assemble, interpret, and analyze data and make sound recommendations.
- * Prepare and edit clear and concise reports and correspondence.
- * Establish and maintain a work environment to enhance both employee morale and productivity.
- * Deal tactfully and effectively with governmental officials, telecommunications system operators, employees, and the public.
- * Represent the City effectively at hearings before commissions and at conferences with private operators.

Minimum Requirements: Two years of full-time paid experience in

a public regulatory

agency supervising a professional staff who review, evaluate, award, and enforce telecommunications franchise agreements or permits.

OR

Two years of full-time paid managerial experience designing, installing, maintaining, and delivering cable television services.

Appointment to this class is subject to a one-year probationary period under the provisions of Section 109 of the Los Angeles City Charter.

License: A valid California driver's license is required.

Physical Requirements: A person in this class must have strength to lift five pounds and occasionally over fifteen pounds. He/she must have good speaking and hearing abilities.

Those with medical limitations may be able to perform the duties of some positions in this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

As provided in Civil Service 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.