

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications		EFFECTIVE DATE
BRANCH/SECTION Consumers Programs Branch – California LifeLine Program		CLASS TITLE Public Utilities Regulatory Analyst IV
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco, Sacramento, Los Angeles
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-333-4615-016
YOU ARE A VALUED MEMBER OF THE DEPARTMENT’S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION’S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: The California LifeLine (LifeLine) Program Section of the Consumer Programs Branch, Communications Division, assists the Commission in (1) administering the California LifeLine Program, which is one of Commission’s six universal service telecommunications programs; and (2) developing and implementing universal service policies to promote affordable access of necessary communications services. The LifeLine program provides discounted home and cell phone services to over 2 million eligible low-income households. Under the general direction of a Program & Project Supervisor, the incumbent (PURA 4) will perform a broad range of research and analysis assignments related to the implementation of the California LifeLine Program, with particular emphasis on program operations.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	

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<p>% of time performing duties</p>	<p>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i></p>
<p>45%</p>	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>In order to implement the LifeLine Program, the incumbent will:</p> <ul style="list-style-type: none"> • Coordinate and conduct complex technical analysis of Business Requirement Documents and Deliverable Expectation Documents to assist in the administration of a California LifeLine program. • Review and provide written, reports, or other written correspondence involving LifeLine program issues to management. • Participate in planning of all key aspects of the Lifeline administrator. • Participate in the management of Lifeline program contracts specific to the Lifeline pilot programs. <p>In order to assist in the development of policies, rules and guidelines, as well as implementation of Lifeline program rules, the incumbent will:</p> <ul style="list-style-type: none"> • Conduct complex economic, policy, and/or technical analyses and research to support the development of policies, rules and guidelines for the LifeLine program. • Develop strategies and propose policies to detect and prevent waste, fraud, and abuse of program funds by service providers; and • Draft complex Commission documents, including resolutions, administrative letters and staff proposals. <p>In order to provide information on the LifeLine program and maintain effective communication channels, the incumbent will:</p> <ul style="list-style-type: none"> • Participate in briefings, presentations to Commissioners and/or their advisors, CD management and other stakeholders in meetings/conferences outside the CPUC as needed regarding the status of LifeLine program activities, accomplishments, challenges, funds, and other program related matters; • Contribute to written reports, correspondence and other written documents to Commissioners and/or their advisors, CD management and other stakeholders regarding the status of LifeLine program; • Facilitate conferences, meetings, or workshops between the FCC and CPUC on state and federal Lifeline issues; • Facilitate weekly meetings with LifeLine contractors and stakeholders on program policy issues, changes and implementation; and • Respond to inquiries from LifeLine applicants/participants, public, and other Commission divisions and governmental agencies on LifeLine issues.
<p>30%</p>	<p><u>MARGINAL FUNCTIONS:</u></p> <p>In order to assist in the many functions of the Communications Division (CD), the incumbent will:</p>
<p>5%</p>	<ul style="list-style-type: none"> • Perform other work-related duties as required.

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KNOWLEDGE AND ABILITIES [From Class Specs]

Knowledge of:

Trends and issues pertaining to public utilities and transportation regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities and transportation regulatory policy analysis and formulation; Federal and State agencies involved in utilities and transportation regulation; Federal and State legislation and policies pertaining to public utilities and transportation.

Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex utility and transportation regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; serve as a team leader to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.

Reliability regarding attendance and completing jobs on time, with quality deliverables.

Willingness to travel throughout the state with overnight stay if needed.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Robert Sansone	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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