



Lead System Operator Interview (LSOINT) Electric Transmission

Preparation Guide

The Lead System Operator Interview (LSOINT) for Electric Transmission

OVERVIEW

Pacific Gas and Electric Company believes it is critical that employees have the knowledge and skills necessary to succeed in lead jobs across the company. The Lead System Operator Interview (LSOINT) allows PG&E to make an initial assessment of your knowledge and skills as they relate to the Lead System Operator (LSO) job. Because the LSOINT is structured, it ensures that everyone receives a fair and objective opportunity. This interview has been professionally validated to ensure job-relatedness. The LSOINT is conducted in person with a panel of approximately 4 interviewers and will last approximately 30 minutes.

The LSO consists of 7 scored questions measuring the following knowledge and skills areas:

- **Problem Solving, Judgement, and Decision Making** – The ability to identify problems and review related information to develop and evaluate options and implement solutions; considering the relative costs and benefits of potential courses of actions and choosing the appropriate one. The ability to understand that decisions will not make everyone happy; customers may go down and you need to decide who and how to manage the issue; the ability to develop a test program scenario.
- **Assertiveness and Self-Confidence** – Willingness to speak up and voice opinions or concerns, particularly with regard to potential safety risks; being firm and confident with stakeholders/agencies, customers, etc. when addressing issues; ability to approach work responsibilities in a self-assured fashion, even in the absence of encouragement or positive feedback from others. The ability to explain to departments what needs to happen, why it needs to happen, etc.
- **Organization and Planning** – The ability to approach work in a structured, methodical fashion, prioritizing when necessary. The ability to get multiple groups involved; planning when a line is cleared for a period of time – pre-planning and organizing work (bundling work); ability to use resources efficiently.
- **Oral Communication and Active Listening** – The ability to communicate information and ideas in speaking so that others will understand; giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.



- **Motivation to Lead** – The ability to demonstrate motivation, be a lead, and assume responsibilities beyond journey level responsibilities.
- **Self-Control and Interpersonal** – The ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations. The ability to demonstrate patience, approachability, openness to others' situations; ability to deal with frustration.
- **Safety Orientation** – The ability to abide by safety guidelines and precautions, and identify and avoid unnecessary safety risks; understanding of safety methodologies (2 minute rule, STAR, etc.); ability to recognize situations where safety is a potential concern.

Information about the Question Scenarios:

Questions on the LSOINT measure judgment in the areas above. Questions are open-ended and not time restrained. However, the entire interview is intended to last approximately 30 minutes. Each question has several possible ways to respond. Candidates will be scored by each panel member individually on how their responses demonstrate the necessary knowledge and skills areas.

DO YOUR BEST

A general reference book is always invaluable as a supplement for general review in preparing for interviews. Additional resources for improving your understanding of the concepts above may be found at your local libraries, bookstores, and online. Listed below are titles of published resources they may assist you in preparing for the interview, but are no guarantee of your success during the interview or on the job.

- *Interview Strategies That Will Get You the Job You Want (Betterway Books)*
- *Landing the Job You Want: How to Have the Best Job Interview of Your Life (Three Rivers Press)*
- Prepare examples of experiences that demonstrate your abilities as they relate to the job.

We hope you find this information helpful. Make sure that when you are scheduled for the interview you are physically and mentally alert and ready to do your best.