

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 39
Fiscal Year: 2016/2017
Posted Date: 03/01/2017
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	1428	Unit Clerk
2	1431	Senior Unit Clerk

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Unit Clerk
Job Code: 1428**

DEFINITION

Under supervision, performs clerical and receptionist duties on a hospital ward or outpatient clinic; ~~maintains clerical data and physical work site in accordance with standard practices;~~ provides support to medical and nursing staff, and acts as liaison between patient and family, medical, nursing and support staff and other hospital departments; ~~and performs related duties as required.~~

DISTINGUISHING FEATURES

The Unit Clerk is utilized exclusively within a hospital or medical setting and is distinguished from other clerical classifications by the unique nature of the assignments and the consequence of error associated with the quality and level of patient care on inpatient and outpatient nursing units. It is distinguished from the higher level, 1431 Senior Unit Clerk, in that the Senior Unit Clerk functions as a supervisor and lead worker in the outpatient clinic setting exclusively.

SUPERVISION EXERCISED:

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. When assigned to an inpatient unit, transposes physicians' and nurses' orders and comments from notes to patients' medical history files; charts patient's vital signs from data supplied by nursing personnel; assists in admission, transfer and discharge of patients by processing clerical forms and notification of persons or other departments concerned; greets and directs visitors, physicians and hospital personnel; assists patients by delivering flowers, menus and mail; places telephone calls for patients; orders personal items from storage upon request; orders newspapers, and performs personal services for patients.
2. When assigned to an outpatient clinical setting, schedules appointments, acts as receptionist, refers patients to appropriate clinics and locations, acts as liaison between medical and nursing staff and patients, requests and checks medical record charts, processes clinic forms, documents patient visits by inputting information into a computer, and updates demographic information.
3. Receives, attaches, prepares and completes medical forms and cards; answers phones and places calls according to direction or need.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: medical terminology, hospital routines and procedures, general clerical and basic mathematical procedures.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Unit Clerk
Job Code: 1428

Ability and Skill to: establish and maintain effective working relations with staff, patients and visitors; work cooperatively and communicate effectively with persons of diverse abilities and temperaments; organize and maintain clerical records; respond with flexibility to unusual and emergent situations; and identify and choose appropriate solutions to problems from a variety of alternatives.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Six (6) months of medical clerical experience in a hospital unit, doctor's office or equivalent. This experience must have been gained within the last three (3) years.

License and Certification:

Substitution:

Completion of a recognized Certified Unit Clerk/Coordinator Program or completion of a recognized Medical Assistant/Clerical Training Program (Health Care Technology Program) may substitute for the required experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 1431 Senior Unit Clerk

ORIGINATION DATE: 3/29/1971

AMENDED DATE: **03/XX/17**

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: SENIOR UNIT CLERK
Job Code: 1431

DEFINITION

Under general direction, selects, trains and supervises Unit Clerks in the Outpatient setting; performs ing lead-clerical and receptionist duties in an outpatient clinic; ~~maintains clerical data and physical work site in accordance with standard practices;~~ and provides support to medical and nursing staff and other hospital departments; ~~and performs related duties as required.~~

DISTINGUISHING FEATURES

The Senior Unit Clerk is utilized exclusively in the outpatient clinic setting at Zuckerberg San Francisco General Hospital ~~Medical Center~~ and Trauma Center and is distinguished from other clerical classifications by the unique nature of the assignments and the consequence of error associated with the quality and level of patient care. It is distinguished from the lower level 1428 Unit Clerk in that it supervises a team of Unit Clerks.

SUPERVISION EXERCISED

Supervises subordinate staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Selects, trains and supervises Unit Clerks in an outpatient clinical setting.
2. Monitors and coordinates clerical activities including the preparation and completion of medical records charts, scheduling of patients' appointments, and the billing of patient visits.
3. ~~Assists the Center Director or designee~~ Participates in the planning, development and implementation of clerical and receptionist activities; implements and interprets policies, methods and procedures.
4. ~~Performs lead Unit Clerk activities and may p~~ Performs clerical tasks such as scheduling appointments, refers ring patients to appropriate clinics, ~~acts as liaison between medical and nursing staff and patients, may act as interpreter, requests~~ ing and checks ing medical record charts, processes ing clinic forms, ~~creates visits by inputting information into a computer,~~ screens ing patient accounts.
5. Serves as liaison between the clinic's clerical staff and medical, nursing and support staff, administrative staff, and patients in regard to the clinic's clerical operations.
6. ~~Assists in d~~ Develops ing budgetary requests for personnel, equipment and supplies; maintains equipment and supplies.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: SENIOR UNIT CLERK
Job Code: 1431

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: medical terminology, hospital routines and procedures; general clerical and basic mathematical procedures.

Ability and Skill to: plan, organize, supervise and evaluate the work of subordinate employees in an outpatient clinic setting; instruct and train clerical employees; establish and maintain effective working relations with staff, patients and visitors; plan organize and maintain clerical records; effectively respond to unusual situations and identify and resolve a variety of problems and issues.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Two (2) years of medical clerical experience in a hospital unit, doctor's office or equivalent. This experience must have been gained within the last three (3) years.

License and Certification:

Substitution:

Completion of a recognized Certified Unit Clerk/Coordinator Program or completion of a recognized Medical Assistant/Clerical Training Program (Health Care Technology Program) may substitute for 6 months the required experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 1428 Unit Clerk

ORIGINATION DATE: 10/21/1991

AMENDED DATE: **03/XX/17**

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: SENIOR UNIT CLERK
Job Code: 1431**

REASON FOR AMENDMENT

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN SFMTA SFCCD SFUSD