

**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: 23
Fiscal Year: 2017/2018
Posted Date: 02/09/2018
Reposted Date: N/A

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

Item #	Job Code	Title
1	5408	Coordinator Of Citizen Involvement

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: Coordinator Of Citizen Involvement
Job Code: 5408

DEFINITION

Under general direction, provides basic support to the City departmental public affairs sections ~~Public Utilities Commission Customer Service Bureau;~~ **and** directs various aspects of public information and public participation in projects and activities throughout the City; ~~provides staff assistance to the Citizens Advisory Committees on Wastewater Management and other related committees or groups such as the Southeast Community Facility Commission (SEFC).~~ The Coordinator of Citizen Involvement directs and coordinates all citizen participation and public information activities related to all water, power and sewer projects; ensures timely dissemination of information to the public; ensures citizen participation and involvement throughout the various stages of a projects; develops and maintains an effective communication system designed to respond to citizen complaints; prepares agendas, reports and documents; represents the Department before City officials.

DISTINGUISHING FEATURES

SUPERVISION EXERCISED

Supervises subordinate a professional staff in the public affairs section.

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. Directs and coordinates citizen participation and public information activities related to agency ~~all Public Utilities~~ projects.
2. Develops and distributes public information materials, including audio visual materials, brochures, and reports; ~~ensures~~ ensures timely dissemination of information to the public and maximum citizen participation and involvement throughout the various stages of projects from inception to completion; *reviews technical reports and correspondence to assess public impact and prepares responses to public inquiries and complaints;* maintains records and files to meet all government agency requirements.
3. Develops and maintains an effective communication system designed to solicit citizen attitudes and needs for the purpose of planning and resolution.
4. Provides staff assistance to the ~~Citizen Advisory Committee and other related committees or groups,~~ including advisory committees set up to guide the direction of various new projects.
5. Recommends specific programs and activities to facilitate the goals and objectives of developing and maintaining citizen participation in agency ~~PUC~~ activities.
6. Represents the agency ~~the PUC Customer Service Bureau~~ before other City officials,

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including the Mayor and the Board of Supervisors, community groups and leaders, State and Federal officials, on matters pertaining to citizen involvement in projects and programs.

~~7. Supervises a professional staff in the Public Affairs section, Oversees the section's budget, plans and directs tours of PUC facilities, reviews technical reports and correspondence to assess public impact and prepares responses to public inquiries and complaints.~~

8. Prepares, coordinates and conducts community meeting to disseminate information to participants regarding department projects and activities.

9. Plans and directs tours of department PUC facilities.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: the methods and procedures to coordinate citizen involvement; federal, state and local laws and regulations; methods and procedures relating to disseminating information via print, electronic, **social**, and other media.

Ability and Skill to: organize the development and implementation of plans; meet timelines for projects; analyze and interpret data; deal tactfully, persuasively and effectively to achieve positive results with **stakeholders** management and subordinate personnel, City-wide personnel and the general public; supervise, monitor, plan, assign, direct and review activities of a professional staff; oral communication: active listening and giving clear, concise verbal presentations of ideas and facts before various commissions, boards and groups; written communication: writing reports, notices and minutes; oral and written interpretation of projects.

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:

Possession of a Bachelor's degree from an accredited college or university. ~~Emphasis in public administration, public relations, political science, business, or journalism is desired;~~ AND

Experience:

Three (3) years ~~verified~~ experience directing or coordinating community **relations** **engagement**, **legislative affairs or** public affairs programs; OR

~~An equivalent combination of education and experience totaling seven (7) years.~~

License and Certification:

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Substitution:

Additional experience as described in #2 above may be substituted for the educational requirement on a year-for-year basis. **Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.**

Possession of a Master's degree in public administration, public relations, political science, business, or journalism be may substituted for one (1) year of the required experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: ~~No normal lines of promotion~~

From: Entrance

ORIGINATION DATE: 08/14/1972

AMENDED DATE: 11/5/1999; **02/XX/18**

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

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD