



Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: May 23, 2011

Re: **Notice of Proposed Classification Actions –Final Notice No. 41 FY 2010/2011 (copy attached)**

Pursuant to completion of discussion with the SEIU Local 1021 regarding this classification action, the classification action contained in the above referenced notice became effective May 23, 2011.

Micki Callahan
Human Resources Director

by: _____

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
Micki Callahan, DHR
Martin Gran, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
Christina Fong, DHR
Rich David, DHR
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Debra Nebreda, CON
Tinhha Luong, CON
Maria Newport, SFERS
Clare Leung, MTA
RAS Team Leader(s)
DHR Support Services
E-File

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

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

Posting No: 41
Fiscal Year: 2010/2011
Posted Date: March 3, 2011

AMEND THE FOLLOWING JOB CODE(S):
(Final job specification attached.)

Item #	Class/Title
1	2975 Citizens Complaint Officer

For additional information regarding the above proposed action, please contact Christina Penland at (415) 557-4848 or-email her at Christina.Penland@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://sfdhr.org/index.aspx?page=109>.

cc: All Employee Organizations
All Departmental Personnel Officers
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Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Maria Newport, SFERS
Clare Leung, MTA
Suzanne Wong, MTA
File

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

**Title: Citizens Complaint Officer
Job Code: 2975**

INTRODUCTION

Under general direction, processes a wide variety of housing-related complaints and inquiries initiated by citizens; serves as a staff member at the San Francisco Rent Arbitration Board resolving disputes between tenants and property owners; prepares, reviews and maintains records, correspondence, reports and data, and performs related duties as assigned.

DISTINGUISHING FEATURES

This position is specific to the Rent Arbitration Board because of the nature of the work which is to process a wide variety of housing-related complaints and inquiries initiated by citizens concerning housing and rent control problems.

SUPERVISION EXERCISED: This class does not supervise other professional employees, but may supervise and coordinate the work of clerical/technical personnel.

MAJOR, 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. Receives a wide variety of citizen complaints and inquiries by phone, mail and in person; conducts in-depth interviews with complainants when appropriate to ascertain the nature of the problem and the sequence of factual events; analyzes, evaluates and recommends solutions to the complainant including making appropriate referrals; performs mathematical computations to review completeness and correctness of landlord and/or tenant petitions; explains possible steps and procedures to resolve the problem; when necessary, conducts research on difficult complaints by means of correspondence and phone; handles those complaints that have no merit with diplomacy and compassion.
2. Maintains liaison with public and private agencies, organizations and groups; coordinates investigations concerning mutual problems with other public agencies; performs staff and administrative services for the department.
3. Works with governmental agencies, community groups and business organizations to exchange information and to establish lines of communication; implements cooperative procedures to resolve citizen complaints with affected agencies or organizations; may call ahead to another agency for the complainant in order to expedite the resolution of a specific problem; explains policies, procedures, laws and codes, changes in law and/or programs to complainants, community groups, and other interested organizations.
4. As assigned, processes a variety of complaints initiated by citizens for the Rent Arbitration Board; attempts to resolve complex disputes between tenants and property owners concerning housing and rent control problems.
5. Confers with co-workers in order to evaluate particular complaints as well as analyze various classes of complaints; determines the most effective method of resolving problems and recommends and implements the method; discusses with the department head and others departmental policies and procedures regarding citizen complaints.
6. Prepares, reviews, and maintains records, correspondence, reports, and data; maintains a current record of all complaints with their disposition; prepares a weekly report to the director and a monthly report to the commission on activities performed; prepares special reports and presentations as assigned.

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

Title: Citizens Complaint Officer

Job Code: 2975

IMPORTANT AND ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

Requires good knowledge of: City, State and Federal agency organizations and procedures relating to housing issues, including local rent ordinances; principles and techniques required to elicit information during interviews; methods and procedures of problem solving.

Requires some general knowledge of the codes, statutes and laws affecting activities of the department.

Requires ability to empathize with a wide variety of complainants; utilize diplomacy and tact in dealing with representatives of various public agencies, private organizations and the community.

Requires skill in: speaking and writing effectively; dealing with people of the various ethnic and social economic backgrounds

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing 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.

1. Possession of a baccalaureate degree from an accredited college or university; AND

2. Two (2) years of experience resolving citizen complaints involving community-based organizations, government agencies and/ or social services. Resolution or investigation includes knowledge of pertinent laws, statutes, and ordinances related to the area of compliance.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis, up to a maximum of two (2) years. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION NONE

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE: 7-24-1972, 9-17-1984, 5-23-11

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN