



Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

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

Date: November 8, 2010

Re: **Notice of Proposed Classification Actions –Final Notice No. 18 FY 2010/2011 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective November 8, 2010.

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: 18
Fiscal Year: 2010/2011
Posted Date: November 01, 2010

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

Item #	Class/Title
1	4337 Principal Investigator, Tax Collector

For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or email her at Carmela.Villasica@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
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
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: PRINCIPAL INVESTIGATOR, TAX COLLECTOR
Job Code: 4337

INTRODUCTION

Under the direction of the Director of the Bureau of Delinquent Revenue or designee, this position administers the enforcement and collection of delinquent third party, local and state taxes and fees, unregistered businesses, issuance of Notice of Violations and Citations and summary of judgments by assigning, supervising, assessing, and monitoring staff performance in the collection and investigations process, evaluating and analyzing field investigative research and surveys, and enforcing local, state and federal laws and regulations. Performs related work as required.

DISTINGUISHING FEATURES

This is the highest level in the Investigator series. It is distinguished from the 4335 Senior Investigator by its supervisory duties and responsibility for performing more difficult and complex investigative work.

SUPERVISION EXERCISED: Supervises the 4334 Investigator and 4335 Senior Investigator, Tax Collector.

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. Supervises investigators, monitoring and evaluating performance, including field and in-house collection/investigation activities, providing coaching and direction when needed to ensure performance expectations are met and procedures and policies are followed; provides feedback and drafts performance plans and appraisals; provides training and instruction to new investigators that includes but is not limited to unit procedures, enforcement tools and legal collection measures, systems, field safety and local, state and federal tax laws and regulations; assists with the supervision of other section staff as needed.
2. Audits staff performance and provide monthly feedback to staff including but not limited to the recognition of excellent and below average performance by properly documenting the facts discovered; assists with the development of the staff by providing alternative methods of reaching the performance goals.
3. Supervises field investigation activities including but not limited to surveying for unregistered businesses, parking garages and lots and hotels; issuance of notice of violations, and citations and the filing of summary of judgments and court order enforcement; reviews and maintains field investigation records and reports provided by investigators and, when needed, prepares reports on status of specific accounts; re-evaluates businesses for proper classification or exemption.

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

Title: PRINCIPAL INVESTIGATOR, TAX COLLECTOR

Job Code: 4337

4. Creates and/or develops programming specifications and manages a comprehensive Geographic Information System (GIS) tracking system to monitor field investigation survey results; coordinates and strategizes field investigation operations; compiles and provides GIS statistical data and reports for the purpose of analysis and increase collection and enforcement production; maintains the application integrity and reliability of the program by enforcing accurate data updates.
5. Responds to complaints received regarding parking, hotel operations and businesses that may be in violation of local and county tax ordinances and regulations; issues citations for violations of the Municipal Code as required.
6. Reports status of field assignments and special projects to the Director of the Bureau of Delinquent Revenue or designee, and informs other related sections as directed or needed.
7. Collaborates with Legal Section to interpret complex ordinances, state codes, and federal laws and/or to expedite or enforce collection of delinquent taxes and fees; assists the attorney in the preparation and prosecution of cases by reviewing the accounts for document completeness prior to final litigation; represents the City and County as a witness when needed.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Revenue and Taxation Code, Business Tax Ordinance, Enforcement of Judgments Act and permit ordinances; modern methods, policies, procedures used in collection/investigations; and escrow, bankruptcy, small claims, bounced-check procedures and post-judgment creditor remedies.

Ability to: Perform efficiently and professionally in a stressful environment; assign, supervise, and review work of subordinate investigators; interpret pertinent laws, ordinances, rules, and regulations; lead by example and maintain professional and productive working relationships; solve problems and provide clear direction and instructions; interpret pertinent laws, ordinances, rules, and regulations; use effective verbal and written communication skills and exercise sound judgment in evaluating situations with tact, firmness, and courtesy in dealing with debtors and staff; and analyze complex information and prepare clear, concise, and accurate reports.

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 class. 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 Bachelor's Degree from an accredited college or university; AND
2. Possession of a valid Driver's License; AND
- 3a. Two years of verified professional work experience as the manager, supervisor, or senior

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

**Title: PRINCIPAL INVESTIGATOR, TAX COLLECTOR
Job Code: 4337**

investigator of a governmental field collection and investigation unit involved in the collection and investigation of delinquent obligations. This experience must include supervising lower-level field collection/investigation staff and/or directing, developing and implementing programs and policies relevant to the collection/investigation of delinquent obligations; OR

3b. Five years of verified professional work experience as an investigator of a governmental field collection/investigation unit involved in the collection and investigation of delinquent obligations

SUBSTITUTION:

Additional verified experience as a professional investigator (as listed under minimum qualification 3a or 3b) may be substituted for required education on a year-for-year basis--one year of experience is equivalent to 30 semester or 45 quarter units.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

FROM: 4334 Investigator, Tax Collector
4335 Senior Investigator, Tax Collector

ORIGINATION DATE: 2/24/69

AMENDED DATE: 4/28/00, 7/8/10; 11/8/10

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