

**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:** 15  
**Fiscal Year:** 2013/2014  
**Posted Date:** 12/20/13  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	1478	Senior Water Services Clerk
2	1480	Principal Water Services Clerk

**For additional information regarding this proposed classification action, please contact Cathy Abela, Senior Classification and Compensation Analyst, at (415) 557-4926 or by email at [Cathy.Abela@sfgov.org](mailto:Cathy.Abela@sfgov.org).**

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](mailto: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 effected parties.

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 Support Services  
Micki Callahan, DHR  
Jennifer Johnston, CSC  
Sandra Eng, CSC  
Linda Cosico, DHR  
Maria Newport, SFERS  
Risa Sandler, Controller/Budget Division  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Chris Trenchel, Controller/ Budget Division  
E-File

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

**Title: 1478**

**Job Code: SENIOR WATER SERVICES CLERK**

**INTRODUCTION**

Under general supervision, performs difficult, responsible and specialized clerical duties in the commercial- division of the water department in connection with establishing and maintaining consumer water service; may exercise supervision over personnel engaged in. performing various aspects of this work; and performs related duties as required.

Requires considerable responsibility for: billing; collections; interpreting, enforcing and carrying out existing policies, rules, regulations and procedures relative to division operations; making regular contacts with other departmental personnel and the general public in connection with water department activities; preparing and maintaining a wide variety of complex records, reports, and documents relative commercial division operations.

**DISTINGUISHING FEATURES**

This is the senior-level position in the Water Clerk series. It is distinguished from the 1480 Principal Water Services Clerk in that the latter has supervisory responsibilities, and incumbents of the 1480 class perform work that is more complex and difficult than that performed by incumbents in the 1478 position.

**SUPERVISION EXERCISED**

**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. Plans, assigns and reviews the work of water service clerks and related personnel in the receipt of applications for service installations, including payments for cost of service, deposits for service installation and guarantee deposits; assigns, checks and reviews the work of district water servicemen to assure performance and compliance with orders issued.
2. Reviews tabulates, adjusts, collection station remittances; maintains record of collections, postage and check payments for monthly collection station services; interviews and instructs collection station personnel.
3. Maintains and keeps up-to-date statistics on all sources of department collections; coordinates and computes daily information. as to the collection department's operations for monthly and annual reports, checks, proves and disburses monthly carfare, telephone and parking meter expense vouchers submitted by the department's employees.
4. Discusses consumers ledger accounts with consumers, as necessary; Aaudits consumer meter records, billings as to service charges, water charges, minimum billing and total billing

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control to detect and correct discrepancies; maintains related records.

5. Posts debits and credits to suspense account and maintains suspense balance; posts allowances, transfers, debits, credits to active accounts and suspense accounts; maintains customers guarantee deposit' account, general office over-payments and refund adjustments.

6. Calculates ~~involved~~ resale customer accounts billing, including demand charges; consolidates billing and related procedures; prepares and maintains necessary records.

7. Is responsible for the tabulation of daily payments; makes control audit sheets for account clerks; performs involved clerical duties in relation to collection procedure on closed accounts; maintains tabulations on resale customers' accounts and maintains records of department operations.

8. Is responsible for involved clerical work in connection with meter changes, found-ons, split bills and related clerical work pertaining to commercial division operations.

9. Collects, compiles, and analyzes data required for a variety of billing needs and reports.

10. Initiates field activities for service turn-ons and shut-offs, meter changes and installation changes for use by field service personnel and yard offices. Also determines and collects deposits and processes consumer payments using a specialized computer system, as required.

11. Receives requests, complaints, and inquiries regarding opening, discontinuing, increasing or installing water services, reducing sewer service charge, billing inquiries. Takes necessary action to by initiating or handling correspondence or telephone contacts to consumers explaining discrepancies or abnormal billing or addressing consumer complaints and inquiries based on operating procedures, records, department rules and regulations, plumbing code and other sources..

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern clerical and office methods, Water and Sewer Service practices, procedures, rules and regulations, water rates, departmental operations, policies and methods; and billing methods.-

Requires ability to: plan, assign, organize and review clerical and office activities; make difficult arithmetical calculations; analyze, and compute data; maintain charts and reports; deal effectively and courteously with employees, customers and the general public; supervise subordinates effectively; clearly explain rules, rates, and regulations to co-workers and water and sewer service consumers and accurately interpret verbal request; write orders to departmental personnel, interpret written orders that are received, and initiate correspondence to consumers regarding service, billing, and appeals procedures; ability to use problem solving

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techniques to break down complicated problems and decide on strategies to overcome those difficulties; ability to lift heavy (45 lbs) record books; ability to operate a 2-way radio in order to maintain communications with field personnel; ability to train, monitor, and review the work of subordinate clerical employees when 1480 is absent;-

Requires skill in: -the application of modern office methods, techniques and procedures to practical clerical and office problems as they particularly apply to commercial division, water department problems and procedures; bookkeeping; typing skills equivalent to 35 wpm, and skills in utilizing the computer for data entry and word processing-

### 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.*

~~Requires completion of high school, supplemented by at least four years of progressively responsible clerical and office experience, preferably including some supervisory experience, particularly as required in the commercial division; or an equivalent combination of training and experience.~~

1. One year of verifiable clerical experience in a high volume Customer Service, Billing or Collection Department of a Utility, Bank, Department Store, Insurance Company or Credit Agency. (One year experience in Class 1468 Water Services Clerk will be the standard used to evaluate the required experience). This experience must include extensive public contact by phone or in person, with more than 50% of the job duties dealing with complaints and inquiries.

### AND

2. Ability to type 35 wpm net. (Each applicant must complete the online Typing Self-Certification Form, located in the Supplemental Questionnaire section of the online application and must be completed with the application.)

### LICENSE AND CERTIFICATION

### PROMOTIVE LINES

To: Principal Water Service Clerk

From: Water Service Clerk

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

**Title: 1478**

**Job Code: SENIOR WATER SERVICES CLERK**

**ORIGINATION DATE:** Feb 23, 1961

**AMENDED DATE:**

**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

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

**Title: 1480**

**Job Code: PRINCIPAL WATER SERVICES CLERK**

**INTRODUCTION**

Under general direction, is responsible for supervising the activities of subordinate water service personnel engaged in various and important work in the maintenance of consumer service and fiscal records and related activities of the commercial division in connection with establishment of consumers' credit, current accounts, closed accounts, billing and collections; and performs related duties as required.

Requires major responsibility for interpreting, enforcing and carrying out existing policies, rules and regulations and applicable rates as they relate to consumers, accounts, collection procedure, credits and closed accounts; making regular and important contacts with other departmental personnel, the general public and outside organizations in connection with commercial division activities.

**DISTINGUISHING FEATURES**

This is the principal-level in the Water Services Clerk series. It is distinguished from 1478 Senior Water Services Clerk in that it has supervisory responsibilities, and incumbents perform work that is more complex and difficult than that performed by incumbents in the 1478 position.

**SUPERVISION EXERCISED**

Supervise subordinate Water Services Clerks.

**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. Plans, assigns, supervises and is responsible for the work of subordinate personnel to assume conformance with existing policies, procedures; rules and regulations, rates and their proper interpretation as they apply to consumers' accounts; evaluates the work performance of employees and/or reviews the evaluations made by subordinate supervisory personnel to ensure that performance standards are maintained; participates in the interviewing and selection of new employees and recommends to superiors the best qualified candidate(s). (1480's supervisor makes the final decision).
2. Supervises and is responsible for the preparation and maintenance of a wide, variety of records and reports including important statistical reports and records on commercial division activities and operations; collects, compiles, and analyzes data required for a variety of billing needs and reports.
3. Performs difficult clerical procedures and practiceswork involving the exercise of individual judgment and a knowledge of applicable laws, rules and regulations, rates and departmental procedures.

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4. Answers inquiries of the general public, either by telephone, letter or personal interview; answers departmental inquiries relating to water department activities; assists in resolving a wide variety of problems and complaints.
5. Reviews daily activities and resolves day-to-day problems as they apply to division, activities and as encountered by subordinate personnel.
6. Is responsible for instructing new personnel in office activities and procedures; supervises in-service, training for assigned activities.

7. Researches, reviews, and makes recommendations concerning issues and actions affecting departmental programs and goals, and the computerized billing and collection system.

8. Interfaces with staff at all levels and representatives of other departments to consult, research, and advise on matters, including special projects delegated by the administrator.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge, Abilities and Skills: Requires extensive knowledge-of: modern clerical and office methods, procedures and techniques; the use of common office appliances and equipment; the interpretation and application of Water and Sewer Services Procedure, departmental organization, and applicable laws, policies, water rates, rules and regulations, particularly as they apply to water department commercial division operations; billing and collection methods.

Requires ability to: plan, organize, supervise, and be responsible for the work of subordinate personnel or diversified clerical and computerized operations; exercise good judgment in procedures and also in explaining and resolving disputes and differences arising with customers, the general public and other departmental personnel; communicate effectively and courteously with consumers, organizations and the general public; ability to write reports, procedural manuals, memos, and other correspondence; ability to research, compile, collect, and calculate statistical data; ability to use problem solving techniques to break down complicated problems and decide on strategies to overcome those difficulties; ability to read and comprehend complex rules, regulations, legislation, and other materials written at approximately 12<sup>th</sup> grade or above reading level; ability to assess training needs.

Requires considerable skill in the application of modern office practices and procedures to practical commercial division operations and problems; typing skills equivalent to 35 wpm.

**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.*

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**Title: 1480**

**Job Code: PRINCIPAL WATER SERVICES CLERK**

Requires completion of high school, supplemented by at least six years of progressively responsible and diversified experience in the commercial division of the water department, including at least two years of supervisory experience; or an equivalent combination of training and experience.

1. Two years of verifiable senior level clerical experience in a high volume Customer Service, Billing or Collection Department of a Utility, Bank, Department Store, Insurance Company, or Credit Agency. (Two years of experience in Class 1478 Senior Water Services Clerk will be the standard used to evaluate the required experience). The required experience must include extensive public contact with more than 50% of the job duties dealing with complaints and inquiries. Written verification of experience will be requested, please refer to verification section of the announcement.

**AND**

2. Ability to type 35 wpm net, and working knowledge of the following Computer software: Microsoft Word, PowerPoint and Excel. (Each applicant must complete the online Typing and Computer Software Knowledge Self-Certification Form, located in the Supplemental section of the online application and must be completed with application.)

**SUBSTITUTION:**

One year of major coursework in accounting or business administration from an accredited college or university may substitute for one year of experience.

**LICENSE AND CERTIFICATION**

**PROMOTIVE LINES**

To: Commercial Division, Assistant Manger

From: Senior Water Service Clerk

**ORIGINATION DATE:** Feb. 23 1961

**AMENDED DATE:**

**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