NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR

Date: January 3, 2014

Re: Notice of Proposed Classification Actions – Final Notice No. 15 FY 13/14 (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 January 3, 2014.

Micki Callahan
Human Resources Director

by:

Steve Ponder
Classification and Compensation Manager
Human Resources

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 Trenschel, Controller/ Budget Division
    E-File
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.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1478</td>
<td>Senior Water Services Clerk</td>
</tr>
<tr>
<td>2</td>
<td>1480</td>
<td>Principal Water Services Clerk</td>
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</tbody>
</table>

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.Aabela@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. 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.


cc: All Employee Organizations
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    DHR – Client Services Unit
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    E-File
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; and 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; Audits consumer meter records, billings as to service charges, water charges, minimum billing and total billing 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 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 customer 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**

Requires considerable knowledge of: Water and Sewer Service 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 techniques to break down complicated problems and decide on strategies to overcome those difficulties; ability to life 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.

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

ORIGINATION DATE: February 23, 1961
AMENDED DATE: January 3, 2014
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
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; and 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 practices involving the exercise of individual judgment and knowledge of applicable laws, rules and regulations, rates and departmental procedures.

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

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 12th 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.

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
Title: 1480
Job Code: PRINCIPAL WATER SERVICES CLERK

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 Manager
From: Senior Water Service Clerk

ORIGINATION DATE: February 23 1961
AMENDED DATE: January 3, 2014

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