

**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: 41
Fiscal Year: 2013/2014
Posted Date: 05/22/14
Reposted Date: N/A

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

Item #	Job Code	Title
1	4310	Commercial Division Assistant Supervisor

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.

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.

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: Commercial Division Assistant Supervisor
Job Code: 4310**

INTRODUCTION

Under direction, assists in the overall administration of a large operating section of a department's division of customer service, utility service or revenue collections. Assists in the supervision and coordination of work activities of subordinates involved in the maintenance of customer services, utility services, or taxpayer services records and accounts. Positions are responsible for all aspects of customer service, billing and collection of City services, utility services, fees, taxes, or revenues due the City and County.

DISTINGUISHING FEATURES

The Commercial Division Assistant Supervisor works under the next higher supervisory job code, a Division/Section or Bureau Manager responsible for Utility Service Billing and Collections, Treasury Cashiers or Delinquent Revenue Collections. Job code 4310 is distinguished from job code 1480 Principal Water Services Clerk or 4308 Senior Collections Officer by its responsibility for assisting in the supervision of the operations of an entire section/unit of Customer Service Bureau, Cashiers or Collections. It is further distinguished by its assignment of greater or more complex responsibilities, its performance of the most difficult and sensitive projects, programs and negotiations, and its greater independence of action and consequences in formulating recommendations and decisions.

SUPERVISION EXERCISED

The Commercial Division Assistant Supervisor will supervise first line supervisors, and/or a group of professional, technical and support staff.

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. Performs difficult and complex billing and collection activities in connection with establishing and maintaining City consumer services, gas, electric, water and wastewater services, or negotiation of agreements, collection and accounting of revenues.
2. Supervises in planning, assigning and inspecting the work of subordinate staff engaged in billing and collections, and in establishing and maintaining consumer/customer services and accounts.
3. Using computerized billing, tracking and collections systems, prepares and maintains a wide variety of complex records, reports and documents relating to financial, statistical and operational information.
4. Prepares budget revenue forecasts and budget variance reports.
5. Interprets, implements and administers existing policies, rules and regulations, and procedures as they relate to City consumer/customer services, accounts, payments, billing and collection processing.
6. Interacts with other departmental personnel, the general public and other outside agencies in

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

**Title: Commercial Division Assistant Supervisor
Job Code: 4310**

connection with City or departmental services.

7. Participates in continuous review of all customer accounts; screens past-due bills and directs the preparation and mailing of delinquent notices and collection letters.

8. Performs the duties of the Division/Section or Bureau Manager in his/her absence.

9. Performs related duties and responsibilities as assigned.

At the Public Utilities Commission's Customer Service Bureau:

10. Directly supervises first line supervisors.

11. Assists in the operational management of any one of the Bureau's sections such as the Customer Contact Center, Business Center, Retail Electric Services, and Customer Accounts Section, which operations vary from but not limited to managing a call center, a complex Customer Information System, an in-house employee training center, quality assurance programs as well as having the responsibility of all aspects of billing and collection of utility services and land leases and permits revenue.

12. Performs high level and technical billing and collection methods using highly complex and customized billing systems for water, wastewater, electric and gas services as well as a property management system.

13. Monitors and evaluates customer service levels utilizing various communications software solutions such as automated call distribution, call management system, call monitoring and evaluations systems.

At the Treasurer/Tax Collector's Office:

14. Serves as a Cashier Assistant Manager which is a ~~second~~first-level supervisor, or as a Collection Supervisor that supervises collection staff.

15. Plans and organizes work within the area of responsibility based on daily deadlines and/or needs, which involves the coordination of staff and resources.

16. Monitors and recommends staffing needs; participates in selection and training of staff; conducts timely performance evaluations; coaches staff to meet performance measures.

17. Reviews accounts to determine proper course of action, resolves complicated collection accounts, negotiates payment plans, and initiates action to enforce payments.

18. Assists in identifying, developing and/or amending system reports related to work processes.

19. May represent the City in administrative or judicial hearings related to customer service, or billing and collection activities.

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

**Title: Commercial Division Assistant Supervisor
Job Code: 4310**

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Customer Service Bureau operations and water department rules and regulations; laws, codes, ordinances, and regulations governing the collection of delinquent accounts and obligations; customer service and/or account operations methods and procedures; collection methods and practices, or municipal finance and banking procedures and processes.

Ability to: supervise, assign and monitor staff; plan, organize and direct important office operations; analyze situations and make sound decisions; use a computer and various software; perform system reporting and maintenance; establish and maintain effective working relationships, and deal in a cooperative manner with individual customers and the general public; speak and write in a clear and effective manner.

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. Possession of a bachelor's degree from an accredited college or university with major coursework in Business Administration, Accounting, Finance, Information Systems, Mathematics, or related field;
AND

2. Three (3) years senior-level work experience in complex billing and collection processing functions.

Substitution: Additional qualifying experience may substitute for the required degree on a year-for-year basis.

OR:

1. Three (3) years senior-level clerical experience in customer service or billing and collection in a large utility, public works, government agency, bank, department store, insurance company, credit card company or collections agency. At least one (1) year of this experience must have been in a supervisory capacity. Experience must include the use of data processing methods which analyze customer accounts for either the billing and collection activities or in providing, establishing and maintaining customer services.

Substitution: One (1) year of college or university coursework majoring in business or accounting (i.e. a minimum of 30 semester or equivalent units with at least 12 units in major subject area) may be substituted for one year of senior-level, non-supervisory clerical experience.

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

**Title: Commercial Division Assistant Supervisor
Job Code: 4310**

OR:

For positions at Treasurer/Tax Collector's Office (Cashier section):

1. Possession of a bachelor's degree from an accredited college or university with major coursework in Business Administration, Accounting, Finance, Information Systems, Mathematics, or related field;
AND

2. Three (3) years senior-level work experience in customer service and ~~collection~~large-scale payment processing of a department of a bank, department store, ~~or~~ tax agency, lock-box or similar. This experience must include use of computer processing methods which analyze customer accounts for large-scale payment processing~~collection~~ activities or in providing, establishing and maintaining customer services. AND

3. At least one (1) year of the above experience must have been in a supervisory capacity.

Substitution: Additional qualifying experience described above may be substituted for the required education on a year-for-year basis. One year of experience equals thirty (30) semester or forty-five (45) quarter units.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

ORIGINATION DATE: June 4, 1979

AMENDED DATE: Amended: April 28, 2000; April 11, 2008

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.*

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 SFCCD SFUSD