NOTICE OF FINAL ACTION TAKEN BY THE HUMAN RESOURCES DIRECTOR

Date: July 24, 2017

Re: Notice of Proposed Classification Actions – Final Notice No. 39 FY 16/17 (copy attached).

In the absence of discussion with SEIU 1021 following a request to meet regarding this classification action, the classification action contained in the above referenced notice became effective July 24, 2017.

Micki Callahan
Human Resources Director

by: Steve Ponder
Classification and Compensation Director
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
Michael Brown, CSC
Sandra Eng, CSC
Maria Newport, SFERS
Theresa Kao, 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: 39  
Fiscal Year: 2016/2017  
Posted Date: 03/01/2017  
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>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1428</td>
<td>Unit Clerk</td>
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<tr>
<td>2</td>
<td>1431</td>
<td>Senior Unit Clerk</td>
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</table>

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 affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.


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 Operations  
    Micki Callahan, DHR  
    Michael Brown, CSC  
    Sandra Eng, CSC  
    Christopher Colandene, SFERS  
    Theresa Kao, Controller/ Budget Division  
    E-File
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Unit Clerk
Job Code: 1428

DEFINITION
Under supervision, performs clerical and receptionist duties on a hospital ward or outpatient clinic, provides support to medical and nursing staff, and acts as liaison between patient and family, medical, nursing and support staff and other hospital departments.

DISTINGUISHING FEATURES
The Unit Clerk is utilized exclusively within a hospital or medical setting and is distinguished from other clerical classifications by the unique nature of the assignments and the consequence of error associated with the quality and level of patient care on inpatient and outpatient nursing units. It is distinguished from 1431 Senior Unit Clerk in that the Senior Unit Clerk functions as a supervisor in the outpatient clinic setting exclusively.

SUPERVISION EXERCISED:

EXAMPLES OF 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. When assigned to an inpatient unit, transposes physicians' and nurses' orders and comments from notes to patients' medical history files; charts patient's vital signs from data supplied by nursing personnel; assists in admission, transfer and discharge of patients by processing clerical forms and notification of persons or other departments concerned; greets and directs visitors, physicians and hospital personnel; assists patients by delivering flowers, menus and mail; places telephone calls for patients; orders personal items from storage upon request; orders newspapers, and performs personal services for patients.

2. When assigned to an outpatient clinical setting, schedules appointments, acts as receptionist, refers patients to appropriate clinics and locations, acts as liaison between medical and nursing staff and patients, requests and checks medical record charts, processes clinic forms, documents patient visits by inputting information into a computer, and updates demographic information.

3. Receives, attaches, prepares and completes medical forms and cards; answers phones and places calls according to direction or need.

KNOWLEDGE, SKILLS, AND ABILITIES
Knowledge of: medical terminology, hospital routines and procedures, general clerical and basic mathematical procedures.

Ability and Skill to: establish and maintain effective working relations with staff, patients and visitors; work cooperatively and communicate effectively with persons of diverse abilities and temperaments; organize and maintain clerical records; respond with flexibility to unusual and
Title: Unit Clerk
Job Code: 1428

emergent situations; and identify and choose appropriate solutions to problems from a variety of alternatives.

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.

Education:

Experience:
Six (6) months of medical clerical experience in a hospital unit, doctor’s office or equivalent. This experience must have been gained within the last three (3) years.

License and Certification:

Substitution:
Completion of a recognized Certified Unit Clerk/Coordinator Program or completion of a recognized Medical Assistant/Clerical Training Program (Health Care Technology Program) may substitute for the required experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 1431 Senior Unit Clerk

ORIGINATION DATE: 3/29/1971
AMENDED DATE: 07/24/17
REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.
BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD
Title: SENIOR UNIT CLERK
Job Code: 1431

DEFINITION
Under direction, supervises Unit Clerks performing clerical and receptionist duties in an outpatient clinic and provides support to medical and nursing staff and other hospital departments.

DISTINGUISHING FEATURES
The Senior Unit Clerk is utilized exclusively in the outpatient clinic setting at Zuckerberg San Francisco General Hospital and Trauma Center and is distinguished from other clerical classifications by the unique nature of the assignments and the consequence of error associated with the quality and level of patient care. It is distinguished from 1428 Unit Clerk in that it supervises a team of Unit Clerks.

SUPERVISION EXERCISED
Supervises subordinate staff.

EXAMPLES OF 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. Selects, trains, and supervises Unit Clerks in an outpatient clinical setting.
2. Monitors and coordinates clerical activities including the preparation and completion of medical records charts, scheduling of patients’ appointments, and the billing of patient visits.
3. Participates in the planning, development and implementation of clerical and receptionist activities; implements and interprets policies, methods and procedures.
4. Performs clerical tasks such as scheduling appointments, referring patients to appropriate clinics, requesting and checking medical record charts, processing clinic forms, screening patient accounts.
5. Serves as liaison between the clinic's clerical staff and medical, nursing and support staff, administrative staff, and patients in regard to the clinic's clerical operations.
6. Develops budgetary requests for personnel, equipment and supplies; maintains equipment and supplies.

KNOWLEDGE, SKILLS, AND ABILITIES
Knowledge of: medical terminology, hospital routines and procedures; general clerical and
Title: SENIOR UNIT CLERK  
Job Code: 1431

basic mathematical procedures.

Ability and Skill to: plan, organize, supervise and evaluate the work of subordinate employees in an outpatient clinic setting; instruct and train clerical employees; establish and maintain effective working relations with staff, patients and visitors; plan organize and maintain clerical records; effectively respond to unusual situations and identify and resolve a variety of problems and issues.

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.

Education:

Experience:

Two (2) years of medical clerical experience in a hospital unit, doctor's office or equivalent. This experience must have been gained within the last three (3) years.

License and Certification:

Substitution:

Completion of a recognized Certified Unit Clerk/Coordinator Program or completion of a recognized Medical Assistant/Clerical Training Program (Health Care Technology Program) may substitute for 6 months the required experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 1428 Unit Clerk

ORIGINATION DATE: 10/21/1991

AMENDED DATE: 07/24/17

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills &
Title: SENIOR UNIT CLERK
Job Code: 1431

abilities, and minimum qualifications.

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD