



Edwin Lee  
Mayor

Micki Callahan  
Human Resources Director

**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: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

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.)*

Item #	Job Code	Title
1	1428	Unit Clerk
2	1431	Senior Unit Clerk

**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 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](mailto:Stephen.Fu@sfgov.org).

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 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

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DEPARTMENT OF HUMAN RESOURCES**

**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

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

**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

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DEPARTMENT OF HUMAN RESOURCES**

**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 &*

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

**Title: SENIOR UNIT CLERK  
Job Code: 1431**

*abilities, and minimum qualifications.*

**BUSINESS UNIT(S):**

COMMN SFMTA SFCCD SFUSD