

City and County of San Francisco



Department of Human Resources

Edwin Lee  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: February 02, 2016

Re: **Notice of Proposed Classification Actions –Final Notice No. 63 FY 15/16 (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 02/02/2016.

Micki Callahan  
Human Resources Director

by: \_\_\_\_\_

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

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  
Michael Brown, CSC  
Sandra Eng, CSC  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Drew Murrell, Controller/ Budget Division  
Alex Koskinen, 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:** 63  
**Fiscal Year:** 2015/2016  
**Posted Date:** 02/02/2016  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	1408	Principal Clerk
2	1410	Chief 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 Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at [Rich.David@sfgov.org](mailto:Rich.David@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  
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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Principal Clerk  
Job Code: 1408**

**INTRODUCTION**

Under direction, the 1408 Principal Clerk performs highly responsible, important, and difficult clerical work requiring extensive knowledge of departmental functions, and performs related duties as required. Essential functions of the classification include: supervising, planning, assigning and evaluating subordinate personnel engaged in a wide variety of office clerical work and/or disseminating, explaining and interpreting information requiring specialized knowledge of the policies and procedures of a department; handling confidential correspondence and sensitive and/or personal information; developing staff procedures; resolving day-to-day problems and/or complaints encountered by staff, the public, department representatives, and others; supervising and/or participating in the preparation and maintenance of statistics and records for reports using applicable computer systems; and supervising and/or preparing the processing and handling of administrative documents. May collect, calculate and process applicable charges, fees, taxes, etc. This position requires proficiency in basic computer application programs.

**DISTINGUISHING FEATURES**

Incumbents in this class serve as supervisors in the clerical series, overseeing the work of clerks and clerk-typists and are responsible for performing highly responsible and difficult clerical work involving extensive knowledge of departmental functions, including serving as a department's primary public contact person to explain important and specialized policies, procedures, and regulations. Positions in this class are distinguished from those of the 1410 Chief Clerk in that the latter supervises a larger unit of clerical staff, performs more independently and/or provides specialized information that is more complex in nature.

**SUPERVISION EXERCISED**

Supervise employees involved in clerical work.

**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. Supervises, plans, assigns and evaluates subordinate personnel to ensure conformance with departmental regulations and policies, existing office procedures, and applicable laws and regulations. This includes maintaining personnel action requests, personnel files and other personnel records. Disseminates, explains and interprets important information requiring specialized knowledge of the policies and procedures of a department, as well as the regulations enforced by the department to the public and/or employees, contractors, vendors, etc.
2. Performs highly responsible, important and difficult clerical work involving the exercise of individual judgment by knowing the applicable departmental procedures to which assigned.
3. Reviews and resolves day-to-day transactions, problems and/or complaints encountered by

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Principal Clerk  
Job Code: 1408**

co-workers and/or affiliated parties (members of the public, volunteers, students, city departments and other government agencies, etc.).

4. Supervises and/or participates in the preparation and maintenance of a wide variety of records and reports by preparing, compiling, and maintaining statistics and records for these reports using applicable computer systems.
5. Supervises and/or prepares the processing and general handling of administrative documents such as licenses, permits, purchase orders, work orders, requisitions, contracts, etc. This includes verifying the timeliness and accuracy of these documents.
6. May collect, calculate and process applicable charges, fees and taxes, etc.
7. Performs related duties and responsibilities as assigned.

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

Knowledge of: Clerical and office methods, practices and procedures.

Ability and Skill to: Plan, direct, monitor, and evaluate the work of staff, delegate responsibility, and provide training; prepare annual performance appraisal reports and handling disciplinary cases; identify problems, recommend possible solutions and implement the appropriate solution in accordance to applicable laws, rules, regulations and departmental policies and procedures; prioritize and accurately handle detailed and difficult clerical work; interact effectively and courteously with the public and City employees in all situations especially those requiring sound judgment and professional demeanor; communicate effectively and courteously with the public, staff, and departmental personnel; express ideas clearly, concisely and accurately when writing correspondence and reports; access and use relevant computer software applications and database systems to process records, documents and applicable fees and prepare correspondence and reports.

**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:

Three (3) years (equivalent to 6,000 hours) of verifiable highly responsible and diversified clerical experience including preparing and processing complex detailed work impacting an

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**Title: Principal Clerk  
Job Code: 1408**

entire department or section; responding to and resolving difficult day-to-day problems and/or complaints encountered by staff, the public, other individuals, etc. on office operations and procedures; and explaining and interpreting complicated information to departments, staff, the public and/or others.

License and Certification:

Substitution:

Completion of a clerical training program (240 hours) OR 15 semester units (or equivalent quarter units) of coursework from an accredited college or university may be substituted for six (6) months (equivalent to 1000 hours) of the required experience.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: 1410 Chief Clerk

**ORIGINATION DATE:** 1/12/1961

**AMENDED DATE:** 09/05/03; 01/12/07; 03/18/08; 08/19/09; 12/04/09;  
02/02/16

**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 SFMTA SFCCD SFUSD

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Chief Clerk  
Job Code: 1410**

**INTRODUCTION**

Under general direction, the incumbent supervises a large group of employees engaged in a wide variety of office clerical work, and performs responsible and highly specialized clerical and administrative work in connection therewith; or interprets and oversees the dissemination of important information requiring extensive specialized knowledge of the policies and procedures of a department, as well as the regulations enforced by that department, to the public and departmental personnel; and performs related duties as required.

**DISTINGUISHING FEATURES**

Incumbents in this class either serve as the highest supervisory level in the clerical series, overseeing the work of a large group of clerks and clerk-typists; or, at the specialist level, serve as a lead worker to a group of employees responsible for explaining important and specialized policies, procedures, and regulations of a department to the public. This classification requires considerable responsibility for interpreting, coordinating and enforcing existing methods and procedures applicable to office operations; for assisting in developing new methods and techniques effecting such operations; for initiating and maintaining regular responsible contacts with other city departments, the general public and outside organizations relative to office operations; and requires overall supervisory responsibility for the preparation, maintenance and processing of important and detailed records and reports. Positions in this class are distinguished from those in the Principal Clerk level in that the latter supervises a smaller unit of clerical staff, performs less independently and/or provides specialized information that is less complex in nature.

**SUPERVISION EXERCISED**

May supervise a large group of employees engaged in clerical work; or act as lead worker to a group of employees providing specialized information to the public.

**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 inspects the clerical and office work of subordinate employees; reviews such work for completeness and conformance to existing procedures and instructions.
2. Performs difficult and specialized clerical work involving the exercise of considerable individual judgment and knowledge of appropriate laws, regulations and procedures of the department assigned.
3. Interprets, oversees and provides the dissemination of specialized information to the public and/or departmental personnel regarding the policies and procedures of the department to which assigned, as well as the regulations enforced by that department.

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**Title: Chief Clerk  
Job Code: 1410**

4. Interviews members of the public in order to obtain information and screens issues to determine appropriate referrals to professional and technical staff; responds to difficult client issues and deals personally with a wide range of problems requiring specialized knowledge of the policies, procedures and regulations of a department.
5. Accesses specialized computer software in order to obtain and ensure the accuracy of information regarding specific departmental functions.
6. Explains and interprets administrative decisions and policies as they apply to office operations of the department.
7. Consults with and advises the general public, other departmental officials and other in regards to specific functions and responsibilities of assigned office.
8. Supervises the receipt, processing, filing and general handling of a wide variety of documents and papers.
9. Participates in the development of new procedures and methods relative to office routines and clerical processes.
10. Assists in the preparation of budget estimates and reports.

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

Knowledge of: Modern clerical and office methods, procedures and techniques; departmental organization and methods; applicable laws, rules and regulations pertaining to the activities of the department to which assigned.

Ability and Skill to: Plan, organize, supervise and inspect the work of subordinate personnel; exercise good judgment in resolving disputes and differences arising with the general public and other personnel; communicate effectively in writing and orally, including eliciting information necessary for performance of assigned duties; prioritize competing requests for service; establish and maintain effective working relationships with staff, departmental representatives and the public; interpret, apply and explain policies, procedures and regulations specific to departmental functions; prioritize competing requests for service; deal effectively and courteously with the public and other departmental personnel; prepare accurate and concise administrative reports and papers. May require ability to utilize a computer keyboard to access and utilize specialized software.

**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: Chief Clerk  
Job Code: 1410**

Education:

Experience:

Four (4) years (equivalent to 8,000 hours) of verifiable highly responsible and diversified clerical experience, including preparing and processing complex work impacting an entire department or section; responding to and resolving difficult day to day problems and/or complaints encountered by staff, the public and others individuals, etc. on office operation and procedures; and explaining and interpreting information to departments, staff, the public and/or others; including two (2) years of experience in a supervisory capacity over a clerical function/unit, which included evaluating subordinate employees.

License and Certification:

Substitution:

Completion of a clerical training program (240 hours) OR 15 semester units (or equivalent quarter units) of coursework from an accredited college or university may be substituted for six (6) months (equivalent to 1000 hours) of the required experience.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

<b>ORIGINATION DATE:</b>	02/23/1961
<b>AMENDED DATE:</b>	03/30/98; 12/04/09; 02/02/16
<b>REASON FOR AMENDMENT</b>	<i>To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.</i>
<b>BUSINESS UNIT(S):</b>	COMMN SFMTA SFCCD SFUSD