

City and County of San Francisco
Micki Callahan
Human Resources Director



Department of Human Resources
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 6, 2018

Re: **Notice of Proposed Classification Actions – Final Notice No. 18 FY 17/18 (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 February 6, 2018.

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 Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, 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: 18
Fiscal Year: 2017/2018
Posted Date: 12/18/2017
Reposted Date: 01/29/18

RETITLE AND AMEND THE FOLLOWING JOB CODE(S):
(Job specification(s) attached)

Item #	Job Code	Former Title	New Title
1	1478	Senior Water Services Clerk	Utility Services Representative
2	1480	Principal Water Services Clerk	Utility Services Representative Supervisor

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.

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

**Title: UTILITY SERVICES REPRESENTATIVE
Job Code: 1478**

DEFINITION

Under general supervision, performs, responsible and specialized journey-level clerical duties in the Customer Service Bureau and other divisions, such as Water Conservation, City Distribution, and Water Quality Divisions of the San Francisco Public Utilities Commission (SFPUC) in connection with establishing and maintaining consumer water, Wastewater, and Power services.

DISTINGUISHING FEATURES

1478 Utility Services Representative is distinguished from the 1480 Utility Services Representative Supervisor in that the latter has supervisory responsibilities.

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. Receives and processes applications for service installations, including payments for cost of service, deposits for service installation and guarantee deposits; assigns, checks and reviews the work of utility field personnel to assure performance and compliance with orders issued.
2. Prepares and maintains reports and documents relative to the establishment, maintenance, billing, collection, and reporting of utility services as well as land leases and permits.
3. 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.
4. Calculates resale customer accounts billing, including demand charges; consolidates billing and related procedures; prepares and maintains necessary records.
5. Collects, compiles, and analyzes data required for a variety of billing needs and applications for rebates of various water or energy conservation programs and reports.
6. Initiates field activities for service turn-ons and shut-offs, meter changes and installation changes for use by field service personnel and yard offices; determines and collects

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DEPARTMENT OF HUMAN RESOURCES**

Title: UTILITY SERVICES REPRESENTATIVE

Job Code: 1478

deposits and processes consumer payments using a specialized computer system, as required.

7. Receives requests, complaints, and inquiries regarding opening, discontinuing, increasing or installing water or power services, reducing sewer service charge, billing inquiries for water, power, or sewer services.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Water, wastewater and power service procedures, rules and regulations, utility rates, departmental operations, policies, and billing methods.

Ability and Skill 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; clearly explain rules, rates, and regulations to co-workers and utility service consumers, and accurately interpret verbal request; write orders to departmental personnel, interpret written work 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 lift heavy (45 lbs.) record books; ability to operate a 2-way radio in order to maintain communications with field personnel; apply modern office methods, techniques and procedures to practical clerical and office problems as they particularly apply to Bureau and Divisions operations; utilize a 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.

Education:

Experience:

One (1) year of clerical experience in a customer service, billing or collection department of a utility, bank, department store, Insurance Company or credit agency.

License and Certification:

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**Title: UTILITY SERVICES REPRESENTATIVE
Job Code: 1478**

Substitution:

SUPPLEMENTAL INFORMATION

To: 1480 Utility Services Representative Supervisor

PROMOTIVE LINES

ORIGINATION DATE: 02/23/1961

AMENDED DATE: 01/23/2014; 02/06/2018 (Amended & Retitled)

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN

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

**Title: UTILITY SERVICES REPRESENTATIVE SUPERVISOR
Job Code: 1480**

DEFINITION

Under general direction, is responsible for supervising the activities of subordinate Utility Services personnel engaged in various and important work in the maintenance of consumer services fiscal records and related activities at the Customer Service Bureau and other divisions such as Water Conservation, City Distribution, and Water Quality Division of the San Francisco Public Utilities Commission (SFPUC), in connection with establishment of consumers' credit, current accounts, closed accounts, billing and collections. This is the first-level supervisor in the Utility Services Representative series.

DISTINGUISHING FEATURES

1480 Utility Services Representative Supervisor is distinguished from 1478 Utility Services Representative in that the former has supervisory responsibilities. 1480 is further distinguished from 4310 Customer Service Billing and Collection Assistant Supervisor in that the latter is a second-level supervisor with greater independence of action and decisions.

SUPERVISION EXERCISED

Supervise subordinate Utility Services Representatives.

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. 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).
2. Oversees and is responsible for the preparation and maintenance of a wide, variety of records and reports including important statistical reports and records on Bureau's and I Divisions' 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 from the general public; answers departmental inquiries relating to the

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**Title: UTILITY SERVICES REPRESENTATIVE SUPERVISOR
Job Code: 1480**

department's activities; assists in resolving a wide variety of complaints.

5. Reviews daily activities and resolves day-to-day problems as they apply to division, activities and as encountered by subordinate personnel.
6. Instructs 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.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Modern clerical and office methods, procedures and techniques; the use of common office equipment; the interpretation and application of water, wastewater, and power services procedure, departmental organization, and applicable laws, policies, utility rates, rules and regulations, particularly as they apply to Bureau and Divisions operations; billing and collection methods.

Ability and Skill 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; provide customer services, apply modern office practices and procedures to practical Bureau's and Divisions' operations and problems.

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:

**CITY AND COUNTY OF SAN FRANCISCO
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**Title: UTILITY SERVICES REPRESENTATIVE SUPERVISOR
Job Code: 1480**

Two (2) years of journey level clerical experience in a customer service, billing or collection department of a utility, bank, department store, insurance company, or credit agency.

License and Certification:

Substitution:

One (1) year (30 semester/45 quarter units) of major coursework in accounting, finance, computer science, banking, or business administration from an accredited college or university may substitute for one (1) year of qualifying experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 4310 Commercial Division, Assistant Manager

From: 1478 Utility Services Representative

ORIGINATION DATE: 02/23/1961

AMENDED DATE: 01/03/2014; 02/06/2018 (Amended & Retitled)

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN