

**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: 37
Fiscal Year: 2017/2018
Posted Date: 04/19/2018
Reposted Date: 07/30/2018

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

Item #	Job Code	Title
1	4216	Assessor-Recorder Operations 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: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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: Assessor-Recorder Operations Supervisor

Job Code: 4216

DEFINITION

Under general direction, the 4216 Assessor-Recorder Operations Supervisor is responsible for difficult, specialized and technical office support and customer service work within the Office of the Assessor-Recorder, including serving as a primary public contact person to explain important and specialized policies, procedures, and regulations. This is the supervisory level in the Assessor-Recorder Office clerical series.

DISTINGUISHING FEATURES

4216 Assessor-Recorder Operations Supervisor is distinguished from the 4215 Assessor-Recorder Senior Office Specialist class in that the former has supervisory responsibility for a group of technical and clerical Assessor-Recorder Office staff, while the latter may serve as a lead worker.

SUPERVISION EXERCISED

Supervises technical and clerical Assessor-Recorder Office 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. Supervises the work of Assessor-Recorder Office clerical and technical staff within an assigned area of activity.
2. Audits work product to ensure accuracy and compliance with applicable team/section and department standards, as well as local, state, and federal laws and regulations.
3. Creates reports and analyzes data relating to the team/section's productivity and performance, as well as financial, statistical, and operational information.
4. Reviews and evaluates the effect of relevant proposed and existing laws and regulations on the department; exercises individual judgement to interpret and explain relevant policies, regulations, and laws to employees and the general public.
5. Resolves the escalated and difficult day-to-day issues raised by the public, department staff, or other entities; investigates complaints and recommends corrective action when required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Advanced policies, procedures, terminology and practices pertaining to technical county assessment and recording practices; basic laws, principles and practices pertaining to public administration; advanced record keeping principles and practices; basic arithmetic; correct grammar usage (including spelling and punctuation); methods of researching, gathering, tabulating and reporting technical data; the tax roll process; laws, regulations and requirements that apply to county assessment and recording administrative procedures; principles, practices and methods of customer service.

Ability and Skill to: Comprehend and carry out written and oral instructions; establish and maintain effective working relationships; identify and analyze issues and use sound reasoning to arrive at logical conclusions; implement solutions to complex problems; operate standard office equipment; use a computer and relevant software and systems; pay attention to detail; prioritize work; communicate effectively and courteously with a variety of people; effectively delegate work; express ideas clearly, concisely and accurately when writing correspondence and other documents; interpret, apply, and explain complex policies, procedures, forms, and concepts; plan, direct, monitor, and evaluate the work of others; train others.

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:

Completion of sixty (60) semester/forty-five (45) quarter units from an accredited college or university, with major coursework in business administration, accounting or a closely-related field.

Experience:

Three (3) years of experience equivalent to a 4215 Assessor-Recorder Senior Office Specialist; or three (3) years of progressively responsible legal document review, researching documents and processing experience, in a county Assessor or Recorder's office, a government agency, real estate company, title company, insurance company or law services agency.

License and Certification:

Substitution:

Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 4215 Assessor-Recorder Senior Office Specialist

ORIGINATION DATE: 08/XX/2018

AMENDED DATE:

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

BUSINESS UNIT(S) COMMN