

City and County of San Francisco
Micki Callahan
Human Resources Director



Department of Human Resources
Connecting People with Purpose
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: July 17, 2019

Re: **Notice of Proposed Classification Actions – Final Notice No. 31 FY 2018/19 (copy attached).**

Pursuant to completion of discussion with SEIU 1021 regarding this classification action, the classification actions contained in the above referenced notice became effective July 17, 2019.

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: 31
Fiscal Year: 2018/2019
Posted Date: 06/18/2019
Reposted Date: N/A

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

Item #	Job Code	Title
1	1706	Telephone Operator
2	1708	Senior Telephone Operator
3	1710	Chief Telephone Operator

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.

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

**Title: Telephone Operator
Job Code: 1706**

DEFINITION

Under supervision, the Telephone Operator performs the duties of an attendant console operator, operating voice communication equipment, and related clerical duties as required. The 1706 Telephone Operator is the entry-level position in the Telephone Operator series.

DISTINGUISHING FEATURES

The 1706 Telephone Operator is distinguished from the 1708 Senior Telephone Operator in that the 1708 is the journey-level class in the series and acts as lead to other operators. The 1706 is distinguished from the 1710 Chief Telephone Operator in that incumbents in classification 1710 perform the full range of supervisory duties.

SUPERVISION EXERCISED

None.

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. Answers, screens, and transfers incoming and outgoing calls, as appropriate, in the course of departmental business. This may include placing long distance phone calls and/or accepting and transferring emergency phone calls as necessary.
2. Assembles phone directory information from various sources to maintain and update telephone directory information. Performs phone and voicemail system modifications to support internal operations. Monitors return of assigned communication devices.
3. Reports hardware/software problems with equipment to supervisor and/or appropriate departmental personnel.
4. Provides accurate, clear, and timely information to the public and appropriate principals in emergency situations, as necessary.
5. Utilizes courtesy announcement systems or visual paging systems to facilitate departmental operations.
6. Answers queries and provides directions and general information to staff, members of the public, and other interested parties.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: general clerical procedures; forms and functions of various computerized telecommunication systems.

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

**Title: Telephone Operator
Job Code: 1706**

Ability and Skill to: understand and speak English clearly and quickly over a voice telecommunication system; read and interpret written information such as telephone listings; legibly and accurately write messages, including those for paging and information; remain calm in emergency situations; work courteously, tactfully and effectively with the public and city personnel over the voice telecommunication system; operate a single or multiple line telecommunication system; retrieve and enter information using various software applications on various platforms; software programs such as Word, Excel and Access; operate a computer data terminal.

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 experience as an operator of a multiple line voice communication console or a computerized telecommunications system. Ability to type 35 words per minute.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

Departments may require Telephone Operators to work assigned shifts, weekends, holidays and overtime.

PROMOTIVE LINES

To: 1708 Senior Telephone Operator

ORIGINATION DATE: 01/12/1961

AMENDED DATE: 01/11/10; 01/13/05; 07/17/19

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

BUSINESS UNIT(S): COMMN SFCCD

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

**Title: Senior Telephone Operator
Job Code: 1708**

DEFINITION

Under general supervision, the Senior Telephone Operator performs the duties of an attendant console operator, operating voice and data communication equipment, Public Branch Exchange, Centrex, emergency and monitoring equipment, and related systems. The 1708 Senior Telephone Operator is the journey-level classification in the Telephone Operator series.

DISTINGUISHING FEATURES

The 1708 Senior Telephone Operator is distinguished from the 1706 Telephone Operator in that the 1706 is the entry-level class in the series and does not act as lead to other operators. The 1708 is distinguished from the 1710 Chief Telephone Operator in that incumbents in classification 1710 perform the full range of supervisory duties.

SUPERVISION EXERCISED

Acts as lead operator, and provides instructions and guidance to telephone operators.

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. Answers, screens, and routes incoming calls.
2. Uses computers to provide information to the public regarding public events and City functions.
3. Updates personnel and departmental directories and databases. Reports hardware and/or software problems with equipment to the appropriate vendor, supervisors, and/or other city personnel.
4. Trains and instructs operators in the procedural operation of a voice and data communication console and related equipment.
5. Supervises/acts as lead operator by issuing work assignments and monitoring work schedules and performance.
6. Operates two-way radio communication equipment in order to communicate emergency and other third-party information to mobile units and institutional police, to communicate with disaster teams during drills, actual disasters or when the telephone network is not functioning.
7. Dispatches teams of medical emergency workers in response to code blues and other requests for emergency assistance.
8. Operates overhead public address system for public announcements and paging employees.

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

**Title: Senior Telephone Operator
Job Code: 1708**

9. Schedules repairs and installations of equipment by coordinating with the Department of Technology, Information Services, and other service providers such as telecommunication carriers and other vendors.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: general clerical procedures, forms and functions of various computerized telecommunication systems, code blue and other emergency signals.

Ability or Skill to: operate a computer data terminal; understand and speak English clearly, effectively and quickly; provide accurate information to callers; read written information and operate multi-line computerized voice communication equipment, Public Branch Exchange and related systems with precision, speed, dexterity, control, and ease; answer, screen, and route incoming calls; work courteously, tactfully and effectively with the public, departmental employees, City personnel and/or outside organizations; prepare telephone activity and equipment problem reports; serve as lead worker; operate two-way radio communication equipment and public address system; write messages including those of an emergency nature that require immediate action clearly and route messages accurately; operate two-way radio communication equipment and public address system.

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 experience as an operator of a multiple line voice communication console or a computerized telecommunication system. Ability to type 35 words per minute.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

May be required to work alone on a shift; work day, evening, night, holidays and/or weekend shifts; respond to angry callers, disasters, and emergencies; and manage multiple tasks for immediate action.

PROMOTIVE LINES

To: 1710 Chief Telephone Operator

From: 1706 Telephone Operator

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

**Title: Senior Telephone Operator
Job Code: 1708**

ORIGINATION DATE: 01/12/1961

AMENDED DATE: 08/13/1999; 09/28/06; 07/17/19

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

BUSINESS UNIT(S): COMMN SFMTA

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

**Title: Chief Telephone Operator
Job Code: 1710**

DEFINITION

Under direction, the Chief Telephone Operator supervises and is responsible for the operation of a large digital Public Branch Exchange (PBX) or Centrex switchboard, public address, and paging systems; administers disciplinary action and terminations and conducts annual performance evaluations; and assumes the duties of a telephone operator when necessary. The 1710 Chief Telephone Operator is the supervisory-level classification in the Telephone Operator series.

DISTINGUISHING FEATURES

The 1710 Chief Telephone Operator is distinguished from 1708 Senior Telephone Operator in that the latter performs lead operator duties under general supervision.

SUPERVISION EXERCISED

Supervises entry and journey level telephone operators.

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 operation of a large multiple-position switchboard by training, scheduling, assigning and evaluating the work of telephone operators and/or senior telephone operators.
2. Answers, transfers, and routes incoming calls and emergency calls, and interacts courteously and effectively with the general public, staff, other city departments/organizations, vendors and their representatives.
3. Provides service to the public by furnishing information relating to public events, hospital events and city functions as requested.
4. Tracks and reports problems with various communications systems to appropriate parties.
5. Updates personnel and department telephone directories and page databases.
6. Assists in responding to emergency/disaster situations by functioning as a key communication information resource in order to facilitate delivery of emergency services.
7. Assists in developing new methods and procedures as well as determining the need for evaluating new products and equipment in order to meet increasing demand for telephone/telecommunication services.
8. Carries out, interprets, and enforces existing policies, methods, and procedures relative to the operation of a large PBX switchboard.
9. Prepares and maintains personnel and payroll records. Monitors office supply and paper inventory.

**CITY AND COUNTY OF SAN FRANCISCO
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**Title: Chief Telephone Operator
Job Code: 1710**

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: forms and functions of computerized, multiple line, voice communication consoles and switchboards including health and safety practices involved in operation of equipment.

Ability and Skill to: understand and speak English clearly, effectively, and quickly; read written information including those of an emergency nature that require immediate action; supervise employees and coordinate the activities of assigned unit; interact courteously and effectively with the general public, departmental employees, other City departments and/or outside organizations; maintain composure while performing essential job functions; maintain accurate and concise operating and personnel records; write telephone messages legibly; operate computerized multiple-line consoles/switchboards with maximum precision, speed, dexterity, control and ease; operate two-way radio communication equipment and public address system.

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 experience as an operator of a, multiple line voice communication console or a computerized telecommunication system. Six (6) months experience supervising the work of employees in a public contact setting. Experience in classification 1708 Senior Telephone Operator will be considered qualifying.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

Employees may be required to work alone on a shift; may also be required to work day, evening, night, holidays and/or weekend shifts; work in adverse environment that would require responding to angry callers, disasters and emergencies; and managing multiple tasks for immediate action.

PROMOTIVE LINES

From: 1708 Chief Telephone Operator

ORIGINATION DATE: 01/12/1961

AMENDED DATE: 08/13/1999; 07/17/19

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

BUSINESS UNIT(S): COMMN