

**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: 14
Fiscal Year: 2019/2020
Posted Date: 09/27/2019
Reposted Date: N/A

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

Item #	Job Code	Title
1	1304	Customer Service Representative

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
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: Customer Service Representative
Job Code: 1304**

DEFINITION

Under general supervision from a Customer Service Representative Supervisor, the Customer Service Representative receive and process queries from the general public requesting government services and information in a professional and courteous manner. Incumbents identify the type of service being requested by listening, asking relevant questions, evaluating information obtained and refer customers to appropriate and available City services. Incumbents must learn, maintain and communicate a knowledge and understanding of departmental policies and procedures to the customer on behalf of the City; listen and communicate with customers for extended periods of time; walk or stand for extended periods of time; utilize and operate computers, mobile devices, phones, queue management and other computer software while assisting the public; and uphold confidentiality of information. The nature of the work may involve working during unpredictable periods of pressure and stress with high customer volume. Customer Service Representatives work a rotating shift that may include evening, weekends and holidays. In the event of an emergency or natural disaster incumbents are required to report to work as usual and may be expected to work unusual shifts and hours.

DISTINGUISHING FEATURES

The Customer Service Representative class is the journey level class in the Customer Service Representative class series and incumbents in this class perform customer service functions under general supervision, receiving only occasional instruction and assistance. This class is distinguished from the Customer Service Representative Supervisor class by the latter's responsibility of supervising Customer Service Representatives and Customer Service Representative Trainees and investigating and resolving escalated or difficult customer service issues.

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. Receive queries from the general public requesting City services or information.
2. Identify the type of service is being requested by listening, asking relevant questions, evaluating information obtained and determine what type(s) of City services are available to successfully handle the request.
3. Provide customers with appropriate department's contact information, relevant tracking numbers, and provide appropriate transition to relevant departments and / or staff such as walking a customer physically to another location within the building.
4. Enter or look up customer information such as name, address, phone number, nature of request, status of city service, etc. into the relevant applications/software systems.
5. Assist in the training of Customer Service Representative Trainees on how to appropriately receive, assess and refer/route queries from the general public.
6. Perform other job related duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: telecommunication and computer systems, methods and techniques needed to operate equipment utilized by departments; and available City services and how to select appropriate services to meet the specific needs of customers.

Ability or Skill to: deal courteously, effectively and tactfully with the general public and others; effectively work under pressure including calmly and effectively dealing with escalating or difficult situations; ask appropriate questions to identify complex requests for City services and information; identify requests which must be referred to management; operate phones and computers; listen, type, speak at the same time; sit, stand or walk while providing in person customer service continuously for long periods of time; approach members of the public who appear to need assistance and ask questions to understand their needs; speak with a pleasant and clear voice; work harmoniously and cooperatively with departmental staff and customers from a variety of cultural and socioeconomic backgrounds; respect the right of privacy and maintain confidentiality of customers; and be attentive to, and accurately record details of interactions and referrals.

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:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: Successful completion of the 1302 Customer Service Representative Trainee program.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

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

**Title: Customer Service Representative
Job Code: 1304**

ORIGINATION DATE:

AMENDED DATE:

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

BUSINESS UNIT(S): COMMN