

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
www.sfdhr.org

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

Date: October 13, 2021

Re: **Notice of Proposed Classification Actions – Final Notice No. 07 FY 2021/2022
(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 October 13, 2021.

Carol Isen
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
Carol Isen, DHR
Sandra Eng, CSC
Sue Hwang, SFERS
Theresa Kao, Controller/ Budget Division
E-File

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

**Title: Rent Board Specialist
Job Code: 2975**

DEFINITION

Under general direction, is responsible for advising tenants, landlords, property managers, realtors, attorneys, and other members of the public on the requirements of the San Francisco Rent Ordinance, just cause for eviction, housing inventory process, and other related housing issues. Serves as an employee at the San Francisco Rent Arbitration board providing information and direct service regarding disputes between tenants and property owners; explain administrative processes and procedures, prepares, reviews, and maintains records, correspondence, reports and data, and performs related duties as assigned.

DISTINGUISHING FEATURES

This position is specific to the Rent Arbitration Board because of the nature of the work, which is to process a wide variety of housing-related complaints and inquiries initiated by the public concerning housing and rent control issues . This class is expected to work both on site and off site, be able to answer process and compliance questions regarding the Rent Ordinance and understand the network of tenant and landlord support services to address a wide range of housing concerns.

SUPERVISION EXERCISED

This class does not supervise other professional employees, but may supervise and coordinate the work of clerical/technical personnel.

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 a wide variety of public inquiries by phone, mail, email and in person; conducts in-depth interviews with the public when appropriate to ascertain the nature of the problem and the sequence of factual events; analyzes, evaluates and recommends solutions to the complainant including making appropriate referrals; performs mathematical computations to review completeness and correctness of landlord and/or tenant petitions; explains possible steps and procedures to resolve the problem; when necessary, conducts research on difficult inquiries by means of correspondence and phone; handles those issues that have no merit with diplomacy and compassion.
2. Advises (counsels) tenants, landlords, property managers, realtors, attorneys and a wide range of stakeholders on the requirements of the Rent Ordinance and related rules and regulations, including identifying cases of possible non-compliance and referring parties to the Rent Board petition process or other dispute processes.
3. Maintains liaison with public and private agencies, organizations and groups; coordinates, prepares and presents community engagement outreach regarding rental

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- and eviction issues; performs staff, technical and administrative services for the department.
4. Works with governmental agencies, community groups and business organizations to exchange information and to establish lines of communication; implements cooperative procedures to inform agencies or organizations about relevant compliance issues; explains policies, procedures, laws and codes, changes in law and/or programs to stakeholders, community groups, and other interested organizations. Promotes understanding, access and awareness to historically underserved communities within the City.
 5. As assigned, processes a variety of Rent Board petitions and other filings initiated by the public; attempts to resolve complex disputes between tenants and property owners concerning housing, rent control and evictions.
 6. Confers with colleagues to evaluate particular filings, as well as analyze various types of filings; determines the most effective method of resolving problems and recommends and implements the method; interfaces with the department management on departmental policies and procedures regarding administrative compliance with the Rent Ordinance.
 7. Prepares, reviews, and maintains records, correspondence, petitions, reports and other filings as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Requires working familiarity of: City, State and Federal agency organizations and procedures relating to housing issues, including local rent ordinances; principles and techniques required to elicit information during interviews; methods and procedures of problem solving.

Requires general knowledge of the codes, statutes and laws affecting activities of the department. Requires ability to empathize with a wide variety of stakeholders; utilize diplomacy and tact in dealing with representatives of various public agencies, private organizations, and the community.

Ability or Skill to: speak and write effectively; successfully communicate with people of various ethnic, social, and economic backgrounds.

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:

1. Possession of a baccalaureate degree from an accredited college or university; AND

Experience:

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2. Two (2) years of experience resolving issues from members of the public involving community-based organizations, government agencies and/ or social services. Resolution or investigation includes knowledge of pertinent laws, statutes, and ordinances related to the subject matter.

License and Certification:

None.

Substitution:

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis, up to a maximum of two (2) years. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

OR; Possession of a master's degree from an accredited college or university in public policy, planning, public administration, or business administration; or possession of a law degree or closely related field may be substituted for the required two (2) years of work experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE:

07/24/1972, 9/17/1984, 5/23/11, 10/13/21

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN