

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: December 28, 2021

Re: **Notice of Proposed Classification Actions – Final Notice No. 14 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 December 28, 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

**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:** 2021/2022  
**Posted Date:** 12/15/2021  
**Reposted Date:** N/A

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

<b>Item #</b>	<b>Job Code</b>	<b>Former Title</b>	<b>New Title</b>
1	1117	Deputy Director for Investments, Retirement System	Chief Operating Officer, Retirement System

**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](mailto: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  
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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Chief Operating Officer, Retirement System  
Job Code: 1117**

**DEFINITION**

Subject to general administrative direction of the Chief Executive Officer/Chief Investment Officer (CEO/CIO), provides executive direction and oversight to the following enterprise-wide activities: retirement services; plan design and communication; actuarial services; human resources; technology services; financial accounting and reporting; audit services and operational risk management; investment operations and cash management; legal services; enterprise strategy management; administrative services, including trusteeship of the Retiree Health Care Trust Fund; compliance; budgeting and procurement; vendor procurement and contracting; staff liaison to Board's actuarial services consultant, governance consultant and custodial bank; facilities management; talent management; and business continuity.

**DISTINGUISHING FEATURES**

This single-position classification is a highest-level management position that has primary responsibility for the management of Retirement System enterprise-wide administrative activities. Direction is received from the CEO/CIO of the Retirement System.

**SUPERVISION EXERCISED**

Supervises approximately 80 professional and support 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. Directs the development and execution of a continuous plan of priorities and activities in support of the department mission in the following enterprise-wide services: retirement services; plan design and communication; actuarial services; human resources; technology services; financial accounting and reporting; audit services and operational risk management; investment operations and cash management; legal services; enterprise strategy management; administrative services, including trusteeship of the Retiree Health Care Trust Fund; compliance; budgeting and procurement; vendor procurement and contracting; staff liaison to Board's actuarial services consultant, governance consultant and custodial bank; facilities management; talent management; and business continuity.
2. Manages the allocation of resources and service levels to meet client needs.
3. Oversees the operation of all department functions, activities, and programs in assigned functional areas of responsibility; sets objectives and monitors the performance of subordinate staff engaged in defined activities.
4. Determines the organizational structure, staff assignments, service levels and administrative systems required to accomplish the department's mission in an effective and efficient manner.
5. Consults with the Mayor/Mayor's Office staff regarding the activities of the assigned functional areas and coordinates activities with other City departments and; at the direction of the CEO/CIO, represents the department before and/or provides information to City commissions, boards, and committees, representatives of labor organizations or retiree associations, or the media.

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

**Title: Chief Operating Officer, Retirement System  
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6. Oversees financial long-term planning; manages organizational changes; directs the preparation and implementation of the department's annual operational budget; monitors expenditures to ensure adherence to the approved budget.
7. Oversees and directs the activities of the Actuarial Services Coordinator; oversees and coordinates services to the Retirement Board provided by the Board's actuarial services consulting firm and governance consultant.
8. Performs related duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: federal, state, and local rules and regulations pertaining to public pension activities and functions; organization principles and practices; and functional expertise associated with providing direction and oversight to diverse functional areas within a complex organizational environment.

Ability or Skill to: provide strong leadership skills; direct subordinate staff engaged in diverse activities; exercise administrative ingenuity, independent analysis, adaptability and judgement on highly specialized proposals with difficult, complicated choices of action; make recommendations and present them effectively to the Retirement Board, its committees, other City agencies and the public; apply the principles and practices of public administration, financial and personnel management; clearly interpret all applicable laws, ordinances and codes; direct research, communicate effectively with subordinates, other City employees, the general public, or other agencies; and provide guidance to managers in a calm, effective manner in crisis situations.

**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 a four-year college or university with a baccalaureate degree.

**Experience:**

Eight years of successful leadership experience in a senior level position within a complex organizational environment, all of which must be in a leadership position supervising or managing subordinate staff.

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An advanced degree and experience in a public pension system are highly preferred.

License and Certification:

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:**

**AMENDED DATE:** 12/28/2021

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

**BUSINESS UNIT(S):** COMMN