

**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:** 07  
**Fiscal Year:** 2021/2022  
**Posted Date:** 10/04/2021  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	2975	Rent Board Specialist

**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  
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~~Citizens Complaint Officer~~  
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. ~~processes a wide variety of housing-related complaints and inquiries initiated by citizens;~~ ~~S~~erves as an ~~staff member~~ employee at the San Francisco Rent Arbitration board providing information and direct service regarding resolving 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 ~~problems~~. 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 citizen complaints and inquiries by phone, mail, email -and in person; conducts in-depth interviews with the public complainants 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 complaints by means of correspondence and phone; handles those complaints issues that have no merit with diplomacy and compassion.~~
- 4.2. Advises (counsels) tenants, landlords, property managers, realtors, attorney's 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.

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- 2.3.** ~~\_\_\_\_\_~~ Maintains liaison with public and private agencies, organizations and groups; coordinates, **prepares and presents community engagement outreach regarding rental and eviction issues.** ~~investigations concerning mutual problems with other public agencies; performs staff, technical and administrative services for the department.~~
- 3.4.** ~~\_\_\_\_\_~~ Works with governmental agencies, community groups and business organizations to exchange information and to establish lines of communication; implements cooperative procedures to ~~resolve~~ **inform** ~~citizen complaints with affected agencies or organizations~~ **about relevant compliance issues;** ~~may call ahead to another agency for the complainant in order to expedite the resolution of a specific problem; explains policies, procedures, laws and codes, changes in law and/or programs to~~ **stakeholders** ~~complainants, community groups, and other interested organizations.~~ **Promotes understanding, access and awareness to historically underserved communities within the City.**
- 4.5.** ~~\_\_\_\_\_~~ As assigned, processes a variety of **Rent Board petitions and other filings** ~~complaints initiated by~~ **the public** ~~citizens for the Rent Arbitration Board; attempts to resolve complex disputes between tenants and property owners concerning housing, and rent control~~ **and evictions.** ~~problems.~~
- 5.6.** ~~\_\_\_\_\_~~ Confers with ~~co-workers~~ **colleagues** ~~in order to evaluate particular~~ **filings** ~~complaints,~~ **as well as analyze various** ~~types of filings; determines the most effective method of resolving problems and recommends and implements the method; discusses~~ **interfaces** ~~with the department~~ **management** ~~head and others on~~ ~~departmental policies and procedures regarding complaints~~ **administrative compliance with the Rent Ordinance.**
- 6.7.** ~~\_\_\_\_\_~~ Prepares, reviews, and maintains records, correspondence, **petitions, reports and other filings as assigned.** ~~reports, and data; maintains a current record of all complaints with their disposition; prepares a weekly report to the director and a monthly report to the commission on activities performed; prepares special reports and presentations as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

Ability or Skill to: ~~Requires skill in:~~ speaking and writing effectively; dealing **successfully** **communicate** ~~with people of the various ethnic,~~ ~~and social,~~ **and** ~~economic backgrounds.~~

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**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:

2. Two (2) years of experience resolving citizen complaints 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 area of compliance.

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**

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**PROMOTIVE LINES**

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**ORIGINATION DATE:**

**AMENDED DATE:** 07/24/1972, 9/17/1984, 5/23/11, 10/XX/21

**REASON FOR AMENDMENT:**

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

**BUSINESS UNIT(S):**

COMMN