

**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:** 16  
**Fiscal Year:** 2021/2022  
**Posted Date:** 12/29/2021  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	2982	Rent Board Supervisor

**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 SUPERVISOR  
Job Code: 2982

**DEFINITION**

Under general direction, supervises subordinate staff in the processing of petitions and reports complaints concerning rental housing management, housing stability, and evictions, and rent control problems. Acts for the Executive Director and Deputy Director in their absence; represents the Rent Arbitration ~~Department~~ Board before boards, ~~and commissions~~ and the public; and performs related duties as required.

**DISTINGUISHING FEATURES**

Incumbents in this classification supervise the public information unit and assist in the overall administration and operation of the Rent Arbitration Board. This class reports to the Deputy Director and Executive Director for administrative and policy direction. The Rent Board Supervisor implements and oversees the efficient functioning of the rent and eviction units. This class is distinguished from the class of Rent Board Specialist ~~Citizen Complaint Officer~~ in that employees in this class have significant supervisory responsibility, ~~and serve an advisory role in housing and rent control matters~~, and participates in the Rent Board's management team.

**SUPERVISION EXERCISED**

Supervises clerical staff, para-professional and professional 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. Plans, schedules, assigns and supervises the work of staff engaged in rent and eviction procedures: recruits, selects, trains, and evaluates the performance of assigned personnel.
2. Provides oversight of pertinent data and statistical information: synthesizes and prepares numerical summaries and narrative reports: ~~as assigned, acts as the data processing coordinator for the computer system.~~ Oversees petition review processes for consistency, applicability, completeness, accuracy, and preparedness to proceed to hearing. Reviews staff correspondence, leases, photographic evidence, notices of violation, financial records including proofs of cost and proofs of payment, permits, eviction notices, and other relevant materials.
3. Identifies management and administrative problems and implements effective procedures. Designs appropriate forms; researches and analyzes applicable state and local laws; ensures conformity and effectiveness of existing procedures with mandated Rent Board

CITY AND COUNTY OF SAN FRANCISCO  
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responsibilities. Provides factual and procedural information on escalated matters regarding Rent Board petitions and filings, the Rent Ordinance, Rules and Regulations and related housing law.

3.4. Develops and coordinates an effective public outreach program to disseminate information regarding Rent Board areas of jurisdiction; acts as liaison to public and private organizations and agencies; maintains media contacts; represents the Board at community events, meetings and legislative hearings.

1.5. Confers with Rent Board staff, landlord and tenant organizations, city department heads or their representatives and legal agencies concerning all types of housing and rent control matters.

#### KNOWLEDGE, SKILLS, AND ABILITIES

**Knowledge of:** Comprehensive knowledge of: statutes, ordinances, charter and other legal provisions relating to landlord-tenant law; the principles of organization and management; public relations; social and economic conditions of the city as they pertain to housing; the San Francisco Residential Stabilization and Arbitration Ordinances and Rules and Regulations.

**Ability or Skill to:** plan, organize and direct the work of subordinates; collect data and prepare statistical and narrative report; resolve conflicts; implement training programs; analyze situations and adopt an effective course of action; speak and write effectively.

#### 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:**

A bachelor's degree from an accredited four **(4)** year ~~(4)~~ college or university with major course work in public administration, political science, business administration, law or economics AND

##### **Experience:**

~~at least~~ **two** years of progressively responsible experience in government, non-profit agency or community organizational work involving the application of laws and ordinances relating to regulatory functions, planning, real estate, or rent control: or an equivalent combination of training and experience.

##### **License and Certification:**

##### **Substitution:**

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Additional experience as described above may be substituted for the required de-gree 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:                      **ADOPTED: 9-17-84**  
AMENDED DATE:                            **08/17/2012; 01/XX/2022**  
REASON FOR AMENDMENT:            *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*  
BUSINESS UNIT(S):                        **COMMN**