

**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:** 7  
**Fiscal Year:** 2023/2024  
**Posted Date:** 07/28/2023  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	2917	Program Support Analyst

**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  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

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

**Title: Program Support Analyst  
Job Code: 2917**

**DEFINITION**

Under general direction, performs a variety of highly complex and responsible professional administrative duties in the planning and coordinating of the activities and programs of the assigned program; coordinates assigned functions and activities among department divisions; and provides highly responsible administrative staff assistance to the assigned executive staff.

**DISTINGUISHING FEATURES**

The 2917 Program Support Analyst is a full journey level analyst job code that performs the full range of duties as assigned. ~~Employees at this level receive only occasional instruction or assistance when new or unusual situations arise. Incumbents in this job code conduct studies and develop recommendations on systems, methods, procedures and general administrative questions and are expected to exercise considerable independent judgment in carrying out work assignments. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.~~

This 2917 Program Support Analyst is distinguished from the 1842 Management Assistant in that the 2917 job code performs highly complex administrative duties and is responsible for specific program knowledge.

The 2917 Program Support Analyst is distinguished from the 2948 Human Services Section Manager in that the 2917 class is responsible for highly responsible staff assistance and supervision of administrative activities in the assigned program, while the 2948 has line responsibility for multiple units performing social work, employment service or income maintenance duties.

**SUPERVISION EXERCISED**

May supervise professional, technical and/or clerical employees depending on specific program assignment

**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. Provides highly responsible administrative staff assistance including the conducting of specific, comprehensive analyses of a wide range of policies involving organization, procedures, finance and services.
2. Supervises and participates in the administrative activities of the assigned department; evaluates the need for and develops procedures, methods and schedules; approves the purchase of supplies, equipment, process payments and other accounts payable requests.
3. Provides technical and administrative assistance to the assigned management staff; develops, prepares and presents reports, surveys and other administrative activities.
4. Participates in a variety of complex and detailed programmatic responsibilities involving problem solving.

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5. Acts as representative of the assigned division for internal and outside meetings, committees and commissions; prepares presentations; may act as program spokesperson to the local media.
6. May directly supervise functions as assigned.
7. Recommends goals and objectives; assists in the development of and implements policies and procedures.
8. Directs, oversees and participates in the development of the assigned work plan, work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
9. May participate in recruitment and selection of staff, develops selection tools serves on interview panels and recommends appointment of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; recommends employee terminations.
10. May prepare the assigned program's budget; monitors and approves budgetary transactions on an ongoing basis; forecast additional funds needed for staffing, equipment, materials and supplies; administers the approved budget.
11. Conducts surveys and performs research and statistical analyses as requested; prepares related reports.
12. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
13. ~~Performs related duties as required.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Modern and complex principles and practices of social services program development and administration; organizational and management practices as applied to the analysis and evaluation of social services programs, , policies and operational needs; principles and practices of budget preparation and administration; principles and practices of organization, administration and personnel management; principles of supervision, training and performance evaluation is necessary for some positions; modern office procedures, methods and computer equipment; research methods and sources of information related to a broad range of social services programs, services and administration; pertinent Federal, State and local laws, codes and regulations.

Ability or Skill to: Effectively administer a variety of administrative and budgetary activities; select, supervise, train and evaluate assigned staff (some positions); effectively administer assigned programmatic responsibilities; learn the operation, policy and procedures of the department; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; interpret and apply policies, procedures, laws and regulations; perform a wide variety of administrative duties with little or minimal supervision; effectively and fairly negotiate appropriate solutions; gain cooperation through discussion and persuasion; prepare and administer a budget; plan and evaluate services to the elderly and disabled; evaluate and develop improvements in operations, procedures, policies,

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or methods; prepare clear and concise reports and develop appropriate recommendations; interpret and apply pertinent federal, state, and local laws codes and regulations including Equal Employment, Affirmative Action, and Civil Rights laws, procedures and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

**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 ~~b~~Baccalaureate degree **from an accredited college or university.** ~~in social work, public administration, business administration or a related field.~~

Experience:

Administration Specialty

Three (3) years of professional experience in a general administrative capacity of which two (2) years (4000 hours) are in the field of human services. This experience includes responsibility for functions such as budget administration, contract administration, program planning and policy development, or statistical research.

Aging and Adult Services Specialty

Three (3) years of professional experience in general administrative capacity of which two (2) years (4000 hours) are in the field of gerontology, aging, or services to seniors or disabled adults. This experience must include responsibilities for functions such as information and referral management, case management, social work, policy evaluation and management, program development and administration or contract administration.

Family and Children's Services Specialty

Three (3) years of professional experience as a social service case manager of which two (2) years are in the field of child welfare or in the provision of child welfare-related services. This experience includes responsibilities for functions such as policy evaluation and management, program development and administration, case review and contract administration.

Income Maintenance Programs and Economic Self Sufficiency Programs Specialty

Three (3) years of professional experience of which two (2) years are in the field of social services related to income maintenance or economic self-sufficiency programs. This experience includes responsibilities for functions such as supervising eligibility determination, case management, program development and administration, budget or contract development.

License and Certification:

Some positions require possession of a valid California driver license.

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Substitution:

Substitution for Education: Additional qualifying experience as stated under the experience requirement may be substituted for up to two (2) years of the required education on a year-for-year basis (30 semester/45 quarter units equals one year).

Substitution for Experience: Possession of a Master's degree in social work, business administration, public administration or related field may substitute for one (1) year of the required experience as described above for all specialties.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:** 3/15/1993  
**AMENDED DATE:** 11/20/00; 5/23/03; 05/18/16; XX/XX/XX  
**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*  
**BUSINESS UNIT(S):** COMMN, SFMTA, SFCCD, SFUSD