

**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:** 8  
**Fiscal Year:** 2023/2024  
**Posted Date:** 08/08/2023  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	1230	Instructional Designer

**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: Instructional Designer  
Job Code: 1230**

**DEFINITION**

Under general direction and review by subject matter experts, performs all aspects of production to complete professional quality computer-based instruction presentations for use in training public agency employees; works in coordination with, subject matter experts and trainers in developing course materials that effectively convey critical knowledge and expertise to diverse audiences; transforms content into engaging, efficient, interactive, and effective eLearning content for both on-line and blended delivery methods; and evaluates the effectiveness of training presentations; ~~and performs related duties as required.~~

**DISTINGUISHING FEATURES**

**Class 1230 Instructional Designer is a journey-level classification that is distinguished from class 1232 Training Officer in that the latter is responsible for the development and presentation of training programs and facilitated events for City and County employees, supervisors, and managers.**

**SUPERVISION EXERCISED**

None.

**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. Works with subject matter experts and trainers to identify goals and objectives which can be taught through computer-based instructions; based on subject matter experts' input, determines scope, methodology, range and nature of computer-based training programs.
2. Plans and produces computer-based training programs by developing scripts, story boards, creating engaging and interactive programs, verifying content with experts, writing assessment questions that measure objectives while applying adult learning principles and instructional design methodology.
3. Develops training manuals, facilitator guides or other training aids required for on-line, self-study, web-based and classroom mediums.
4. Independently manages multiple project deliverables.
5. Meets with trainers and managers to improve presentations and to plan re-training as required.
6. Designs measurement instruments and analyzes qualitative and quantitative data to refine and enhance training materials.

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7. Develops and administers Learning Management Systems (LMS) to centrally automate and administer computer-based training programs so as to document, track and report individual and unit compliance and development.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: application of adult learning theory; instructional design methodology

Ability or Skill to: collaborate effectively with peers, subject matter experts and other business partners; communicate clearly orally and in writing; manage projects and multiple deliverables; identify roadblocks and recommend and implement solutions

**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:

Possession of a **baccalaureate** bachelor's degree **from an accredited college or university** required (Instructional Design, Communication Design, Instructional Technology preferred)

Experience:

One (1) year of work experience using multimedia and graphic tools (e.g., Captivate, Articulate) in one or more of the following occupational areas: instructional design, curriculum development, instructional technology, or multimedia technology.

License and Certification:

Substitution:

Additional experience as described above may be substituted for the required **education** degree on a year-for-year basis **(30 semester/ 45 quarter units equals one year)**. (up to a maximum of 2 years). ~~Thirty (30) semester units or forty-five (45) quarter units equal one year.~~

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:** 2/24/14

**AMENDED DATE:** **XX/XX/XX**

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

**BUSINESS UNIT(S):** COMMN