

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: March 24, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 14 FY 2022/2023
(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 March 24, 2023.

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

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

**Title: Human Resources Analyst
Job Code: 1241**

DEFINITION

Under general supervision, performs professional level human resources work in one or more of the following areas of activity: recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training.

DISTINGUISHING FEATURES

This class is distinguished from class 1244 Senior Human Resources Analyst which is the advanced journey level in this series and is assigned more difficult and complex work, may lead projects, and may supervise a small group of analysts and/or clerical/technical personnel. This class is distinguished from the 1249 Human Resources Analyst by the structured training program requirements and the transitioning nature of the trainee class.

SUPERVISION EXERCISED

This class does not supervise other professional employees, but may 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. Administers and maintains the classification plan; designs and implements recruitment and selection plans; prepares class specifications in compliance with relevant laws and guidelines and insures consistency within class series and job families; and reviews requests to fill positions to ensure compliance with the classification plan.
2. Collects and analyzes data to determine important/essential duties and position allocation criteria; and interviews employees and supervisors to elicit and/or clarify job information and organizational relationships.
3. Conducts classification and salary surveys; collects, compiles and analyzes classification and wage data; interprets and administers provisions of memoranda of understanding; implements pay provisions of arbitration awards, mediated and grievance settlements; and reviews, analyzes, and processes requests for special pay premiums in accordance with provisions of multiple memoranda of understanding.
4. Participates in the collective bargaining process by conducting research; preparing comparability analyses and various reports in support of negotiation and arbitration.
5. Produces lists of eligibles for City employment: conducts job analyses, organizes recruitment activities, reviews employment applications, develops and administers selection devices, analyzes results, recommends passing scores, and creates eligible lists.
6. Provides information to departmental representatives, labor organizations, managers, employees, applicants, other agencies and the general public; interprets and explains human resources rules and policies; investigates allegations/complaints of unfair employment

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practices; and represents employing department on human resources matters before boards and commissions and in meetings with other departments.

7. Responds to appeals or protests of human resources decisions and/or procedures; and prepares and submits reports to the Civil Service Commission and may present the case before the appellate body, hearing officers or arbitrators.
8. Prepares written materials including letters, reports, memoranda, and forms with the aid of a computer.
9. Assists in the development, maintenance and administration of a departmental human resources program including hiring, training, performance management, leave management, position management, compensation; prepares reports, analyzes data and provides consultation and information to managers regarding human resources issues.⁴
10. Evaluates requests for leave and ADA accommodation; administers requests to fill position, employee transfers, post-referral, hiring, appoint, onboarding and layoff processes; interviews and examines candidates; administers employee discipline.
11. Negotiates resolutions to grievances; investigates complaints of serious employee misconduct and complaints; enforces MOUs to ensure consistent departmental compliance with provisions, and; acts as a Skelly officer in employee disciplinary hearings.
12. Coordinates processing of human resources transactions; reviews requests to fill positions; directs and reviews the preparation of requests to fill positions; tracks the certification and selection process; directs and participates in the processing of appointments; and receives, reviews and processes personal services contracts.
13. Implement diversity, equity and inclusion efforts by developing employee resources and training; leading diversity recruitment efforts; coaching management; mediating workplace conflict; and creating and monitoring DEI benchmarks.
14. Train and consult with City employees including human resource professionals on supervision and leadership; conduct team building workshops and career development programs; consult with managers on training and organizational development projects.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: principles and practices of position classification including class concepts and levels, allocation factors, career ladders and class specifications; principles and practices of recruitment and selection including job analysis methodologies and test construction and validation; principles and practices of compensation including job evaluation systems and survey methods; and descriptive statistics including measures of central tendency and variability; principles and practices of performance, leave and position management; principles and practices of equity, diversity, inclusion, and belonging in the workplace; principles and techniques of adult learning and organizational development.

Ability or Skill to: apply the principles, techniques and methods used in classification, recruitment and selection, and compensation; make accurate analyses and evaluations of human

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resources matters; comprehend and interpret federal, state and local laws, ordinances, regulations and guidelines such as City Charter provisions, Civil Service Commission Rules and employee organization agreements; learn to operate a networked personal computer using word processing programs, spreadsheet, human resources information systems and database software; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly, concisely and in a well-organized, and an effective manner, both orally and in writing; and establish, maintain, and foster positive and harmonious 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:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

License and Certification:

Substitution:

Education Substitution - Verifiable professional human resources work experience in one or more of the following areas may substitute for up to two years of the required education on a year-for-year basis: recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training. (One year of experience will be considered equivalent to 30 semester or 45 quarter units of college coursework.)

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: 03/23/1998

AMENDED DATE: 03/30/06; 09/26/08; 09/14/10; 02/15/17; 3/24/2023

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

**Title: Human Resources Analyst
Job Code: 1241**

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

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Senior Human Resources Analyst
Job Code: 1244**

DEFINITION

Under direction, performs difficult and responsible professional and technical human resources work in the areas of recruitment; examinations; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; or personnel training; may lead or supervise human resources analysts and/or clerical/technical staff.

DISTINGUISHING FEATURES

Class 1244 Senior Human Resources Analyst is distinguished from class 1241 Human Resources Analyst in that the prior: (1) leads or supervises a small team of professional staff involved in recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; or personnel training; or (2) performs difficult and specialized human resources work and thereby serving as a resource for special problems.

SUPERVISION EXERCISED

May supervise the work of subordinate analysts or technical/ clerical 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. Serves as a team leader or assistant team leader in the performance of professional human resources activities in the areas of recruitment and selection; employee and/or labor relations; classification and compensation; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training.
2. Performs recruitment activities, including announcement preparation, sources for recruiting.
3. Prepares examination announcements/advertisements; determines applicant eligibility based on minimum qualifications/special conditions.
4. Performs job analysis, constructs examinations; obtains input on exam development from subject matter experts; oversees test administration and scoring; and determines relative weights to various parts of the examination; responds to exam-related protests; documents test validity; and generates eligible lists.
5. Conducts investigations and surveys concerning the duties, responsibilities and qualifications of positions in the classified service; makes field and desk audits of work performed; recommends and prepares class specifications for new classifications or revises existing class specifications.

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6. Evaluates requests for leave and ADA accommodation; administers requests to fill position, employee transfers, post-referral, hiring, appoint, onboarding and layoff processes; interviews and examines candidates; administers employee discipline.
7. Negotiates resolutions to grievances; investigates complaints of serious employee misconduct and complaints; enforces MOUs to ensure consistent departmental compliance with provisions, and acts as a Skelly officer in employee disciplinary hearings.
8. Participates in the collection and evaluation of salary and wage data.
9. Performs special projects involving the planning, research, development or implementation of a technical phase of human resources administration; prepares various memoranda, correspondence, records and reports with recommendations when appropriate.
10. Confers with employees, department heads, labor representatives and human resources analysts of other jurisdictions regarding the interpretation and application of laws and regulations concerning recruitment, examinations, classification and compensation, employee and/or labor relations, and human resources operations.
11. Coordinates processing of human resources transactions; reviews requests to fill positions; directs and reviews the preparation of requests to fill positions; tracks the certification and selection process; directs and participates in the processing of appointments; and receives, reviews and processes personal services contracts.
12. Implement diversity, equity and inclusion efforts by developing employee resources and training; leading diversity recruitment efforts; coaching management; mediating workplace conflict; and creating and monitoring DEI benchmarks.
13. Train and consult with City employees including human resource professionals on supervision and leadership; conduct team building workshops and career development programs; consult with managers on training and organizational development projects.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: the principles and practices of modern human resources personnel and public administration and management organization, especially as they apply to the efficient conduct of recruiting, examining, position classification and compensation systems; applicable City Charter provisions, relative ordinances, Civil Service Rules and Regulations; principles and practices of performance, leave and position management and operation and organization of the various City departments and agencies; principles and practices of equity, diversity, inclusion, and belonging in the workplace; principles and techniques of adult learning and organizational development.

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Ability or Skill to: make accurate and sound analyses and evaluations of personnel problems; deal courteously, tactfully and effectively with department heads, employees and others; comprehend and interpret federal, state and local laws, ordinances, regulations and guidelines such as City Charter provisions, Civil Service Commission Rules and employee organization agreements; supervise subordinates in performing recruiting, examining, classification or salary administration work; learn to operate a networked personal computer using word processing programs, spreadsheets, human resource information systems and database software; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly, concisely and in a well-organized, and an effective manner, both orally and in writing; and establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work and prepare clear, concise, accurate and cogent reports.

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 degree from an accredited college or university.

Experience:

Three (3) years of verifiable professional human resources experience, similar to 1241 Human Resources Analyst, in one or more of the following areas of activity: recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training.

License and Certification:

Substitution:

Education Substitution - Additional qualifying work experience as a professional human resources analyst may be substituted for up to two years of the required education on a year-for-year basis (30 semester/ 45 quarter units equals one year).

Experience Substitution - Completion of a 12 month human resources trainee program equivalent to the City and County of San Francisco's 1249 Human Resources Training Program may substitute for one (1) year of required professional experience.

Experience Substitution - Possession of a Juris Doctorate (J.D.) or Master's degree in Personnel Administration, Human Resources Management, Business Administration, Public Administration or Clinical/School/Industrial-Organizational Psychology may substitute for one (1) year of the required professional experience.

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SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: 09/27/1971

AMENDED DATE: 09/14/10; 07/10/15 ; 02/15/17; 3/24/2023

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

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

**CITY AND COUNTY OF SAN FRANCISCO
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**Title: Principal Human Resources Analyst
Job Code: 1246**

DEFINITION

Under general direction, performs complex and specialized human resources work and thereby serves as a resource for important technical problems in one or more of the following areas: recruitment and examinations; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training.

DISTINGUISHING FEATURES

Class 1246 Principal Human Resources Analyst is distinguished from class 1244 Senior Human Resources Analyst in that the prior supervises a unit or small division of professional staff involved in the more difficult matters associated with recruitment; examinations; employee and/or labor relations; classification and compensation; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training while the latter leads or supervises a small team of professional staff. A 1246 Principal Human Resources Analyst serving as a Department Personnel Officer (DPO) for a small department is not required to supervise other professional staff if he/she is the only human resources professional in his/her department.

SUPERVISION EXERCISED

Positions in this class supervise professional, technical and clerical staff in the assigned work unit/division.

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. Supervises subordinate employees in performing professional human resources work in the areas of recruitment; examinations; employee relations; classification and compensation; human resources operations; diversity, equity, and inclusion; and personnel training.
2. Coordinates recruitment activities for assigned classifications, including announcement preparation and determining sources for recruiting; confers with personnel at different operating levels to determine minimum qualifications, means of recruitment and areas to be covered; reviews recruitment matters with consultants and specialists in connection with important phases of positions to be covered in specific examinations; personally reviews those applications requiring a high degree of judgment regarding acceptance or rejection.
3. Performs job analyses of individual positions and classes; determines, develops and approves examination subject matter; assigns relative weights to various parts of the examination; reviews test items for construction and accuracy; establishes passing points; organizes material for final review and makes revisions, as deemed necessary; investigate and respond to complaints, protests and appeals regarding examination matters.
4. Supervises and participates in classification studies and projects and the processing of departmental classification requests; coordinates the preparation of class specifications; makes

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recommendations regarding establishing, consolidating or abolishing classes; investigates problems, complaints and appeals regarding allocations and status determinations.5

5. Evaluates requests for leave and ADA accommodation; administers requests to fill position, employee transfers, post-referral, hiring, appoint, onboarding and layoff processes; interviews and examines candidates; administers employee discipline.

6. Negotiates resolutions to grievances; investigates complaints of serious employee misconduct and complaints; enforces MOUs to ensure consistent departmental compliance with provisions, and; acts as a Skelly officer in employee disciplinary hearings.

7. Performs highly specialized human resources work and thereby serves as a resource to assist coworkers; as assigned, supervises and participates in conducting salary and wage surveys including the collection, compilation, analysis and evaluation of data; conducts special studies and investigations pertaining to fringe benefits, working conditions and other similar matters.

8. Appears before legislative bodies and committees to explain and interpret matters involving recruitment; examinations; classification and compensation; human resources operations; diversity, equity, and inclusion; or personnel training.

9. Performs special projects involving the planning, research, development or implementation of a technical phase of human resources administration; prepares various memoranda, correspondence, records and reports with recommendations when appropriate.

10. Meets with employees, department heads, labor representatives and personnel of other jurisdictions regarding the interpretation and application of laws and regulations concerning recruitment; examinations; classification and compensation; employee relations; human resources operations; diversity, equity, and inclusion; and personnel training.

11. Implements diversity, equity and inclusion efforts by developing employee resources and training; leading diversity recruitment efforts; coaching management; mediating workplace conflict; and creating and monitoring DEI benchmarks.

12. Trains and consults with City employees including human resources professionals on supervision and leadership; conducts and develops team building workshops and career development programs; consults with managers on training and organizational development projects.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: principles, techniques and methods used in the development and maintenance of position classification systems and/or compensation plans; principles and techniques of examination and test construction and sources of specific information in various occupational fields; principles and practices of performance, leave and position management; principles and

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practices of equity, diversity, inclusion, and belonging in the workplace; principles and techniques of adult learning and organizational development.

Ability or Skill to: Make careful and correct analyses and evaluations of recruiting, examining, classification and compensation problems; deal courteously, effectively and tactfully with department heads, supervisors, employees and their representatives; prepare and review complete, accurate and logical reports and recommendations; comprehend and interpret federal, state and local laws, ordinances, regulations and guidelines such as City Charter provisions, Civil Service Commission Rules and employee organization agreements; learn to operate a networked personal computer using word processing programs, spreadsheets, human resources information systems and database software; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly, concisely and in a well-organized, and an effective manner, both orally and in writing; and establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; assign, supervise and review the work of subordinates in performing classification and/or salary administration 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:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

Five years of professional human resources experience in one or more of the following areas of activity: recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training of which one year must have been as (1) an advanced journey level classification, similar to 1244 Senior Human Resources Analyst, that performs difficult and specialized human resources work and thereby serves as a resource for special problems , or (2) lead or supervised a small team of professional staff involved in the more difficult and complex matters associated with recruitment and selection; employee and/or labor relations; classification and compensation; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training.

License and Certification:

Substitution:

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Experience Substitution - Possession of a Juris Doctorate (J.D.) or a Master's degree in Personnel Administration, Human Resources Management, Business Administration, Public Administration or Clinical/School/Industrial-Organizational Psychology may be substituted for one (1) year of the required non-advanced journey / non-lead/supervisory experience.

Education Substitution - Verifiable professional human resources work experience in one or more of the following areas may substitute for up to two years of the required education on a year-for-year basis: recruitment and selection; classification and compensation; employee and/or labor relations; benefits administration; human resources operations; diversity, equity, and inclusion; and personnel training. (30 semester units/45 quarter units equal one year.)

Experience Substitution - Completion of a 12 month human resources trainee program equivalent to the City and County of San Francisco's 1249 Human Resources Training Program may substitute for one (1) year of the required non-advanced journey / non-lead/supervisory experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: 02/07/1972

AMENDED DATE: 08/08/06; 02/15/17; 3/24/2023

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

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD