




# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of  
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Numbers: **0066 - 26 - 4**
2. For Civil Service Commission Meeting of: **June 15, 2026**
3. Check One:                      Ratification Agenda  
   Consent Agenda  
   ✓ Regular Agenda  
   Human Resources Director's Report
4. Subject: **Isaac D. James Appealing the Disqualification for the H033 Captain-Emergency Medical Services' Examination**
5. Recommendation: **Adopt the report of the Department of Human Resources and deny the appeal by James.**
6. Report prepared by: **Deana Kwan**                      Telephone number: **628-652-0684**
7.    Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:  
   Human Resources Director:  
  
   Date: 6/4/2026                      
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:  
  
   **Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

**CSC RECEIPT STAMP**

Attachment

## Notifications

Isaac D. James  
[REDACTED]  
[REDACTED]  
[REDACTED]

Chief Dean Crispen  
Chief of Department  
698 Second Street  
San Francisco, CA 94107-2015  
[Dean.Crispen@sfgov.org](mailto:Dean.Crispen@sfgov.org)

Deputy Patrick Rabbitt  
Operations Division  
698 Second Street  
San Francisco, CA 94107-2015  
[Patrick.Rabbitt@sfgov.org](mailto:Patrick.Rabbitt@sfgov.org)

Deputy Chief Sayumi Brannan  
Administration Division  
698 Second Street  
San Francisco, CA 94107-2015  
[Sayumi.Brannan@sfgov.org](mailto:Sayumi.Brannan@sfgov.org)

Lucy Chu  
Departmental Personnel Officer  
698 Second Street, Room 209  
San Francisco, CA 94107-2015  
[Lucy.Chu@sfgov.org](mailto:Lucy.Chu@sfgov.org)

Theresa Ludwig  
Assistant to the Fire Chief  
698 Second Street, Room 224  
San Francisco, CA 94107-2015  
415.558.3407 [fax]  
[Theresa.Ludwig@sfgov.org](mailto:Theresa.Ludwig@sfgov.org)

Carol Isen, Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[carol.isen@sfgov.org](mailto:carol.isen@sfgov.org)

Kate Howard  
Managing Deputy Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Kate.Howard@sfgov.org](mailto:Kate.Howard@sfgov.org)

Jeanne Buick  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Jeanne.buick@sfgov.org](mailto:Jeanne.buick@sfgov.org)

Anna Biasbas  
Employment Services Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Anna.Biasbas@sfgov.org](mailto:Anna.Biasbas@sfgov.org)

Lisa Pigula  
Assistant Employment Services Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Lisa.Pigula@sfgov.org](mailto:Lisa.Pigula@sfgov.org)

Jen Lo  
Public Safety Team Manager  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Jen.Lo@sfgov.org](mailto:Jen.Lo@sfgov.org)

Deana Kwan  
Senior Human Resources Analyst  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413  
[Deana.Kwan@sfgov.org](mailto:Deana.Kwan@sfgov.org)



DATE: June 4, 2026

TO: The Honorable Civil Service Commission

THROUGH: Carol Isen, Human Resources Director  
Anna Biasbas, Director, Employment Services

FROM: Deana Kwan, Senior Human Resources Analyst  
Jen Lo, Public Safety Team Manager  
Lisa Pigula, Assistant Director, Employment Services

RE: **Register No. 0066-26-4: Isaac James appealing the disqualification for the H033 – Captain, Emergency Medical Services examination.**

---

### **Background**

The Department of Human Resources (DHR) Public Safety Team (PST) issued the job ad for H033 Captain, Emergency Medical Services [Attachment A] on January 26, 2026. The application filing period was from January 26, 2026 to February 9, 2026. The minimum qualifications (MQs) listed in the job ad included the following requirements:

### ***Experience:***

- 1. Successful completion of probationary period in class H003 Level 2 Paramedic or class H003 Level 3 Firefighter Paramedic.*
- 2. Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department.*

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

- 1. Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority.*
- 2. Current paramedic accreditation from the San Francisco EMS Agency.*
- 3. Possession and maintenance of a valid California Driver license.*

*Applicants must meet the minimum qualifications by final filling date unless otherwise noted.*

Appellant Isaac James (James) applied for H033 - Captain, Emergency Medical Services on February 9, 2026 [see Attachment B]. James indicated in their application that their Paramedic experience was from April 2020 – Present. DHR's staff reviewed SF People & Pay records [see

Attachment C], which showed James was appointed to H003 EMT/Paramedic/Firefighter on November 29, 2021. On March 27, 2026, James' application was rejected, and James was notified that they did not have five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department as of the close of the application filing period.

James emailed Senior Human Resources Analyst Deana Kwan (Kwan) on April 2, 2026, seeking clarification on the language used in the job ad [see Attachment D]. In the email, James stated they understood that they do not possess the experience requirement, but asserted that their experience as H008 EMT Paramedic, a temporary exempt role from April 2020 to November 2021, should be counted towards equivalent work experience.

James further alleged that there was a misapplication of the Waiver Provision listed on the job ad. They interpret the language which states, "Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards" under the Verification section as a standalone provision permitting them to be placed on the eligible list under waiver. However, the full Verification section on the job ad states:

*"Verification:*

*Candidates who are under consideration for appointment will be contacted by the Fire Department for verification of knowledge and skills competence. Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards."*

Kwan responded later the same day to provide clarification [see Attachment E]. Kwan explained that a candidate must be on the eligible list in order to be under consideration. The standards referenced in the job ad are the knowledge and skills required, which are listed under the job description and are also provided on DHR's Classification and Compensation website.

James subsequently filed an appeal with the Civil Service Commission (CSC) on April 2, 2026, for the rejection of their application [see Attachment F].

**Issue**

Should Isaac James be allowed to participate in the H033- Captain, Emergency Medical Services examination process without meeting the experience qualifications specified in the job ad?

**Authority/Standards**

**Sec. 310.2 Examination Announcement**

The examination announcement shall provide the qualifications, dates, duration of eligible lists, and other particulars regarding the examinations thereon announced. Applicants must be

guided solely by the announcement of the examination(s) for which they apply. Not less than fifteen (15) business days prior to the issuance of this announcement, it shall be provided to the bargaining agent for review and comment.

### **Sec. 310.3 Protests and Appeals of Examination Announcements**

Appeals concerning the provisions of an examination announcement must be received by the Human Resources Director within five (5) business days from the issuance date. The Human Resources Director shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules.

### **Sec. 310.6 Qualifications of Applicants**

310.6.1 Every applicant for entrance or promotional examination must possess and maintain the qualifications required by law and by the examination announcement. Experience not documented in accordance with Civil Service Commission Rules will not be recognized. Credit for out-of-class experience will only be allowed if recorded as provided elsewhere in these Rules.

### **Sec. 314.2 Permanent Appointment - Definition**

A permanent appointment is an appointment made as a result of certification from an eligible list to a permanent position.

## **Findings**

The job ad specifying the criteria for qualifying to participate in the selection process was provided to the bargaining unit per CSC Rule 310.2 on January 22, 2026.

The Fire Department issued General Order 26 A-003 [see Attachment G] on January 26, 2026, notifying Fire Department members of the promotional opportunity and directing them to the job ad for information about the minimum qualifications required to participate in the selection process.

The H033 Captain - Emergency Medical Services job ad was posted on January 26, 2026, in accordance with CSC Rules 310.2 and 310.6, and specified applicants must possess *“Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department.”* CSC Rule 310.6.1 specifically states, *“Every applicant for entrance or promotional examination must possess and maintain the qualifications required by law and by the examination announcement. Experience not documented in accordance with Civil Service Commission Rules will not be recognized. Credit for out-of-class experience will only be allowed if recorded as provided elsewhere in these Rules.”*

James’ application was rejected on March 27, 2026, because James did not possess five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department as of the close of the application filing period.

James filed an appeal on April 2, 2026 asserting that:

- Prior to their January 21, 2022 appointment to the sworn H003 classification, they worked as an H008 Per Diem EMT Paramedic from April 2020 until November 2021. They believe this experience should be counted as qualifying experience for H033.
- The job announcement states: Candidates who do not meet the standards set by the San Francisco Fire Department EMS Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet or exceed those standards. They do not believe this language only refers to candidates already on the eligible list. Rather, they interpret it as also applying to applicants so they can be placed on the eligible list under waiver until they meet the five-year sworn experience requirement.
- Their sworn anniversary date is January 21, 2022, and they will meet the five-year sworn service requirement on January 22, 2027 approximately six months from the anticipated date the eligible list would go active, and well within the 24-month duration of the eligible list.

### **Analysis**

DHR followed the prescribed procedures for publishing the job ad, which specified the criteria to participate in the selection process and the date the application filing period closed. Official SF People & Pay records show that James was appointed to H003 EMT/Paramedic/Firefighter on November 29, 2021. As of the close of the application filing period on February 9, 2026, James only had four (4) years, two (2) months, and ten (10) days of experience in class H003 EMT/Paramedic/Firefighter in the San Francisco Fire Department, which does not meet the criteria of five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department as specified in the job ad.

James will meet the experience qualifications for H033 Captain - Emergency Medical Services with five (5) years as a sworn permanent appointee in the San Francisco Fire Department on November 29, 2026.

Any candidate who did not meet “Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department” by the close of the application filing period on February 9, 2026, including James, had their application rejected and did not proceed in the examination process.

James contends that their prior service in the H008 Per Diem EMT/Paramedic classification from April 2020 through November 2021 should be counted toward the qualifying experience requirement for the H033 Captain - Emergency Medical Services examination. However, the minimum qualifications for the H033 classification expressly require “Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department.” The H008 Per Diem EMT/Paramedic classification does not satisfy this requirement because it is neither a sworn classification nor was it a permanent appointment.

In addition, James alleges a misapplication of the waiver provision contained in the verification section of the job announcement. The verification language has appeared in H033 Captain–Emergency Medical Services promotional examination announcements since 2019, including the 2022 H033 Captain – Emergency Medical Services job announcement. The language states:

*“Candidates who are under consideration for appointment will be contacted by the Fire Department for verification of knowledge and skills competence. Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards.”*

This provision applies only to candidates who have progressed far enough in the selection process to be under consideration for appointments. In order to be considered for a permanent appointment, a candidate must first be on an eligible list, in accordance with CSC Rule 314.2. The candidate must first meet the minimum qualifications stated in the job announcement, successfully participate in the examination process, and be placed on the eligible list.

The second sentence does not create a separate pathway for individuals who fail to meet the minimum qualifications to participate in the examination process or be placed on the eligible list under waiver status, as James believes. Rather, it addresses candidates who have already qualified for and been placed on the eligible list, but who have not yet satisfied the knowledge and skills competency standards established by the San Francisco Fire Department EMS Medical Director. Those candidates may be placed in waiver status on the eligible list until they are able to meet those standards. Accordingly, the waiver provision does not apply to applicants who fail to meet the minimum qualifications for admission to the examination process, including the required years of experience.

### **Conclusion**

Isaac James does not have five years of experience of five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department. Enforcing the terms of the job ad must be consistent for all Fire Department members. It would not be appropriate for DHR to make an exception that would conflict with the terms specified in the job ad.

### **Recommendation**

Adopt the report of the Department of Human Resources and deny the appeal by James.

### **Attachments**

Attachment A: H033 Captain- Emergency Medical Services Job Ad

Attachment B: James Job Application

Attachment C: James Job Appointment Summary  
Attachment D: Email from James 4/2/2026  
Attachment E: DHR Email to James 4/2/2026  
Attachment F: Isaac James Appeal  
Attachment G: General Order 26 A-003



# City and County of San Francisco

## Captain - Emergency Medical Services - Fire Department (H033)

- 698 2nd St, San Francisco, CA 94107, USA
- Full-time
- Exam Type: Class Based Test
- Eligible List Type: Promotive
- Fill Type: Permanent Civil Service
- Work Hours: Regular
- Job Code and Title: H033 Captain, Emergency Medical Services

### Company Description

Application Opening: January 26, 2026

Application Deadline: February 9, 2026

Compensation Range: \$201,578/yearly

Recruitment ID: C00360

Established in 1866, the San Francisco Fire Department is rich in tradition and history. From the Great Earthquake and Fire of 1906 to the Loma Prieta Earthquake of 1989, the Department has grown to meet the many challenges along the way. Today, the San Francisco Fire Department serves an estimated 1.5 million people, providing fire suppression, fire prevention and emergency medical services to the residents, visitors and workers within San Francisco's 49 square miles.

### Job Description

The H033 EMS Captain is a management position in the San Francisco Fire Department Emergency Medical Services (EMS) Division. Under general direction of the EMS Section Chief of Operations or other higher-ranking officers in the Department, the H033 EMS Captain directs and supervises the activities of EMTs, Paramedics, Firefighter Paramedic staff, and other auxiliary personnel in an assigned area. An EMS Captain may be assigned to Field Operations, Emergency Communications, Station 49, Division of Training, Airport, Quality Assurance, Administration, or other positions assigned. Based on assignment, an EMS Captain's duties may include, but are not limited to: manages and assesses clinical

performance of paramedic and EMT staff; identifies, evaluates and reduces opportunities of injury to the public or department members; manages system operations; provides education and training to department members; counsels staff engaged in EMS activities; evaluates and improves quality assurance; investigates critical incidents and unusual occurrences; coordinates activities with fire officers and chiefs at scenes of medical or fire emergencies and disasters; participates in special projects as assigned. The H033 EMS Captain may also be required to perform related duties as required.

## Qualifications

### Experience:

1. Successful completion of probationary period in class H003 Level 2 Paramedic or class H003 Level 3 Firefighter Paramedic.
2. Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department.

### License and Certification:

1. Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority.
2. Current paramedic accreditation from the San Francisco EMS Agency.
3. Possession and maintenance of a valid California Driver license.

Applicants must meet the minimum qualifications by final filling date unless otherwise noted.

### Verification:

Candidates who are under consideration for appointment will be contacted by the Fire Department for verification of knowledge and skills competence. Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards.

**Note:** Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

### Selection Procedures:

The selection process will consist of the following components: Multiple-choice Written Exam and Performance Exam. Weights for each exercise will be announced via preparation guide, which will be issued approximately 30 days prior to the administration of the respective test components.

Qualified applicants will be notified by email of the exact dates, times, and locations of the exercises. Both components are tentatively scheduled for the week of May 4-8, 2026.

A passing score will be established with respect to the final scores. Only those candidates who attain a final score at or above the pass point will have their names included on the eligible list. Test scores will be standardized.

**Test Preparation Guides:**

A description of the test components, including component weights, will be included in the Preparation Guides. The Preparation Guides will also list the job-related task clusters from which Test tasks will be simulated. They will also identify knowledge and abilities that may be evaluated by each test component. The Preparation Guides will be available approximately 30 days prior to the administration of the respective test components. Qualified applicants will be notified via email when the Preparation Guides become available.

**Certification:**

In accordance with Civil Service Rule 313.3.4, the certification rule to be used for the eligible list will be Statistically Valid Grouping (Sliding Band).

**Eligible List:**

The eligible list resulting from this test is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission.

The duration of the eligible list will be 24 months and may be extended with the approval of the Human Resources Director.

**Secondary Criteria:**

In accordance with Civil Service Rule 313.2.1, the Chief of Department will consider the following secondary criteria when making appointments from the eligible list:

- Fire Department experience (i.e., length and variety)
- Education and training
- Completion of State Fire Marshal courses or equivalent
- Disciplinary record

Secondary criteria items will be reviewed in totality and will not be weighted. Candidates will be asked to complete a Secondary Criteria form at a later date. Candidates will be notified via a Fire Department General Order when to submit the Secondary Criteria form.

Before appointment, selected eligible candidates must pass a thorough physical exam by the Department Physician. This exam includes a urine test to screen for the presence of drugs or alcohol.

Appointees must also pass an additional physical exam prior to the completion of their probationary periods.

In compliance with the Department of Transportation Omnibus Transportation Employee Testing Act of 1991 employing the Federal Motor Carrier Safety Administration (FMCSA) and Federal Transit Administration (FTA) regulations, drug and alcohol testing for employees in “safety-sensitive” positions are required. Some H033 EMS Captain positions qualify as “safety-sensitive” as defined by the FMCSA and FTA regulations. Applicants selected for safety-sensitive positions will be required to pass a Pre-Employment drug test prior to appointment and shall be subject to Random, Post-Accident, Reasonable Suspicion, Return-To-Duty, and Follow-Up testing during employment. Prior to appointment to an FMCSA position, each applicant who has participated in a DOT drug and alcohol testing program within the immediately preceding two years will be required to sign a consent form authorizing the City to contact his/her prior employers concerning his/her drug and alcohol test history.

## **Additional Information**

### **Reference Materials:**

Candidates should be familiar with all current Fire Department General Orders and Training Bulletins, as well as current Fire Department manuals and other references listed below. Test material may be drawn from the materials listed below. It may also be based on the collective fire service experience of subject matter experts.

- Accident Policy June 2025
- Advanced Cardiac Life Support Provider Manual
- Basic Life Support Health Care Provider Manual
- Basic Trauma Life Support for Advanced Providers
- Breathing Apparatus Manual
- California Firefighter Procedural Bill of Rights
- Communications Manual
- Department General Orders
- Department of Transportation Emergency Response Guidebook
- Disaster Operations Manual
- Emergency Care in the Streets, AAOS, Jones & Bartlett Learning, 2018
- EMSA San Francisco County Policy Manual
- EMSA San Francisco County Treatment Protocols
- EMT3 Go Kit Vector Solutions training
- Department Training Bulletins
- General Medical; Conway, E., Mackman, N., et al. Understanding COVID-19-Associated Coagulopathy, Nat Rev Immunol 22, 2022) <https://pubmed.ncbi.nlm.nih.gov/35931818/>
- Hazardous Material Operating Guide
- High Rise Manual
- Incident Command System Manual
- Injury & Illness Prevention Program Manual

- Managing Employee Performance Manual and Procedures Guidebook
- Maps and Thomas Guides to City of San Francisco
- Multi-Casualty Incident (MCI) Management Policy, SF EMSA Policy 8000
- Operations of Active Attacker Incidents (Feb 2025)
- Pediatric Advanced Life Support Provider Manual
- Prehospital Trauma Life Support (PHTLS) 9th or 10th edition
- Pre-Hospital Trauma Life Support, 7th edition
- Rapid Interpretation of EKGs 6th Edition, Dale Dubin, Cover Publishing Company
- Rules and Regulations
- SFFD CD1, CD2, CD3 & CD4 memos
- SFFD Drug/Alcohol Testing & Reasonable Suspicion Policy.
- SFFD EMS Memos
- SFFD EMS Standard Operating Procedures Manual
- SFFD Fire Emergency Response (FRES) patterns / Communications Manual
- SFFD Vector Solutions Training
- Tactical Emergency Medical Services Standard Operating Guidelines Policy (Jan 2025)
- TB 25-01 Accident Prevention 2025
- Transit Manual
- Vehicle Operations Manual

SFFD manuals are available for purchase at DOT and found on SFFD resources, for example Fire Bulletin. It is an applicant's responsibility to update the publications listed as suggested reading materials by acquiring any Department- authorized revisions, supplements, and/or replacements issued prior to January 1, 2026. The other references are available online for free or at a nominal cost.

All your information will be kept confidential according to EEO guidelines.

**Terms of Announcement and Appeal Rights:**

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/>.] The terms of this announcement may be appealed under Civil Service Rule 310.3. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 7th business day following the issuance date of this announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and exam policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

- [Information About the Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)

- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)

## HOW TO APPLY

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> and begin the application process.

- Select the “I’m Interested” button and follow instructions on the screen

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up to date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses: sfgov.org and @smartrecruiters.com.

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

**Exam Analyst Information:** If you have any questions regarding this recruitment or application process, please contact the exam analyst at Deana.Kwan@sfgov.org.

## **CONDITION OF EMPLOYMENT:**

The City and County of San Francisco encourage women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

OFFICIAL COPY

## Job Application

---

**Isaac James**

<b>Submission:</b> 10:20:52 on 2026-February-09	<b>Email:</b> [REDACTED]
---	--------------------------

---

## Experience

<b>Paramedic</b> San Francisco Fire Department H008 - EMT Paramedic - 04/13/2020 - 11/27/2021 (approximately 3,000 hours worked) H003 L1 - EMT - 11/27/2021 - 02/28/2022 H003 L2 - Paramedic - 02/28/2022 - 08/19/2023 H009 - Community Paramedic - 08/19/2023 - Present	<i>2020-04 - Present</i>
<b>Paramedic</b> Falck	<i>2019-06 - 2025-12</i>
<b>Paramedic</b> Paramedics Plus	<i>2018-11 - 2019-07</i>
<b>Paramedic</b> American Medical Response	<i>2017-01 - 2019-11</i>
<b>EMT</b> American Medical Response	<i>2014-10 - 2017-01</i>
<b>EMT &amp; Security Officer</b> Oakland Zoo	<i>2014-08 - 2014-10</i>
<b>EMT</b> Bay Medic Ambulance	<i>2013-09 - 2014-08</i>
<b>Lifeguard</b> United Camps, Conferences, and Retreats	<i>2013-06 - 2013-07</i>

---

## Education

### **Paramedic Academy**

Fast Response School of Healthcare Education

*Complete*

### **EMT Academy**

San Francisco Paramedic Association

*Complete*

### **General Education**

Peralta Community College

*Complete*

### **High School Diploma**

St. James Academy

*Complete*

CCSF Job Appointment Summary

Isaac D James (Isaac)

Emp

ID

Empl Record 0

Job Appointment Summary

Personalize | Find | View All | | First 1.2 of 2 Last

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exmpt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctywd Snrty Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
11/24/2021	11/29/2021	DTA	Job Code Change	Active	H003	798	PCS	NA	F	904505	6.00	01148936	11/16/2021	FIR	FIR	11/16/2021	11/16/2021	04/13/2020	11/29/2021	04/13/2020
04/13/2020	04/13/2020	HIR	New Hire	Active	H008	798	TEX	16	A		0.00	01129443		FIR	FIR					

Save Return to Search Notify

---

## H033 Application Appeal

---

**From** James, Isaac (FIR) <[REDACTED]>  
**Date** Thu 4/2/2026 11:56 AM  
**To** DHR Publicsafety, DHR (HRD) <dhr\_publicsafety@sfgov.org>

Ms. Kwan,

Thank you for your response regarding my application for the H033 Captain, Emergency Medical Services position (Recruitment ID: C00360). I am writing to formally request reconsideration of my application pursuant to the appeal process outlined in your notice and consistent with the waiver provisions referenced in the job announcement.

I would like to advance two arguments in support of my reconsideration:

---

### ARGUMENT 1: H008 Experience as Functional Equivalent of Sworn Service

Prior to my appointment as a sworn member of the San Francisco Fire Department, I served as an H008 Per Diem Paramedic from April 2020 through November 2021, accumulating approximately 3,000 documented hours of active service as reflected in department employment records, excluding sick and workers compensation time.

A direct comparison of the H008 and H033 job descriptions reveals that the duties, knowledge, skills, and abilities required at Levels I and II are identical in both classifications — numbered the same and worded the same throughout. The H008 classification is explicitly designated in its own job description as “intended to serve as backfill for the H3 EMT/Paramedic/Firefighter classification.” The only substantive distinctions between the two classifications are sworn status and the Level III firefighting duties of the H033 — neither of which is relevant to the H033 EMS Captain position, which is an EMS management role with no firefighting component.

During my H008 service I performed the same clinical duties, operated under the same protocols, responded to the same patient populations, and functioned within the same SFFD EMS systems as sworn H003 members. My H008 service therefore represents functionally equivalent experience to sworn H003 service for the purposes of EMS Captain qualification.

I acknowledge that civil service rules define “sworn permanent appointee” as a specific administrative classification and that H008 service may not satisfy this requirement on a strict reading. However, as demonstrated by the identical job descriptions, my H008 service is substantively equivalent to sworn H003 service for the purposes of EMS Captain qualification, and I request that it be considered in whole or in part in the evaluation of my application.

To illustrate: even crediting my H008 service at a conservative 50% hour-for-hour rate would yield approximately 1,500 additional hours of qualifying experience. Combined with my sworn service from January 22, 2022 through the examination date, this would place my total qualifying experience at or above the five-year threshold. I am therefore requesting that any proportional credit be considered, as even a partial accommodation would satisfy the intent of the experience requirement.

---

### ARGUMENT 2: Waiver Consistent with Established Departmental Precedent

The job announcement states that candidates who do not meet minimum qualifications may be placed on the eligible list in a waived position. I am requesting the opportunity to test for potential placement on the eligible list under this waiver provision, consistent with precedent established in prior examination cycles.

Notably, waiver language appears to be standard in H033 examination announcements, having been present in at least the 2022 examination cycle in addition to the current announcement. This suggests the waiver mechanism is not an exceptional accommodation but a routine feature of the H033 examination process, further supporting its application here.

It is my understanding that in 2015 another department member, Michael Mason, was allowed to test for this promotional position despite not fully meeting the requirements at the time of application, as he was still on his paramedic probation. While I acknowledge that the qualification requirements for that examination cycle differed from the current announcement, this instance reflects a departmental practice of extending testing opportunities to candidates who are within a reasonable timeframe of meeting eligibility requirements.

It is additionally my understanding that in a separate recent promotional examination for an Arson position, a minimum number of working fires was required for eligibility, and candidates who had not yet met that threshold were permitted to test and placed on the eligible list in a waived status, becoming active upon meeting the requirement. If accurate, this would more directly establish a pattern of consistent departmental practice in applying the waiver provision to similarly situated candidates. I am continuing to seek documentation of this precedent and would welcome the opportunity to supplement this request if that information becomes available.

These examples suggest a departmental practice of applying a waiver clause to candidates who do not yet meet eligibility requirements but are within a defined timeframe of doing so. Consistent application of this practice to my application would be appropriate given my timeline.

My sworn anniversary date is January 21, 2022. I will meet the five-year sworn service requirement on January 22, 2027 — approximately six months from the anticipated date the eligible list would go active, and well within the 24-month duration of the eligible list resulting from this examination. If successful in testing, placement on the list in a waived status would allow me to become active upon meeting the requirement, consistent with the treatment afforded to the candidates referenced above and provisions of the announcement.

---

I respectfully request that my application be reconsidered for the opportunity to test for potential placement on the eligible list in a waived status, pursuant to the provisions of the job announcement and consistent with established departmental practice. I am happy to provide any additional documentation or information that would assist in this review.

Thank you for your time and consideration.

Respectfully,

Isaac James  
Community Paramedic

A large black rectangular redaction box covering the signature and contact information of Isaac James.

---

**Re: H033 Application Appeal**

---

**From** DHR Publicsafety, DHR (HRD) <dhr\_publicsafety@sfgov.org>

**Date** Thu 4/2/2026 1:25 PM

**To** James, Isaac (FIR) <[REDACTED]>

Hello Isaac,

Thank you for your email.

As stated in the job announcement, applicants must have five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department by the close of job announcement filing date, February 9, 2026. The H008 job classification is not considered a sworn permanent position.

We've also reviewed the job announcement under the verification section. As stated, "Candidates who are under consideration for *appointment* will be contacted by the Fire Department for verification of knowledge and skills competence. Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards." Therefore, candidates must meet the minimum qualifications and be on the eligible list in order to be considered for placement under waiver. The standards referenced are the knowledge and skills required and are listed under the job description of the announcement and provided here: [H033-Captain, Emergency Medical Services | City and County of San Francisco](#)

If you disagree with this decision, you may choose to file an appeal with the Civil Service Commission (<https://www.sf.gov/file-appeal-civil-service-commission>).

Best,  
Deana



---

**From:** James, Isaac (FIR) <[REDACTED]>

**Sent:** Thursday, April 2, 2026 11:56 AM

**To:** DHR-Publicsafety, DHR (HRD) <dhr-publicsafety@sfgov.org>

**Subject:** H033 Application Appeal

Ms. Kwan,

Thank you for your response regarding my application for the H033 Captain, Emergency Medical Services position (Recruitment ID: C00360). I am writing to formally request reconsideration of my application pursuant to the appeal process outlined in your notice and consistent with the waiver provisions referenced in the job announcement.

I would like to advance two arguments in support of my reconsideration:

---

#### ARGUMENT 1: H008 Experience as Functional Equivalent of Sworn Service

Prior to my appointment as a sworn member of the San Francisco Fire Department, I served as an H008 Per Diem Paramedic from April 2020 through November 2021, accumulating approximately 3,000 documented hours of active service as reflected in department employment records, excluding sick and workers compensation time.

A direct comparison of the H008 and H003 job descriptions reveals that the duties, knowledge, skills, and abilities required at Levels I and II are identical in both classifications — numbered the same and worded the same throughout. The H008 classification is explicitly designated in its own job description as “intended to serve as backfill for the H3 EMT/Paramedic/Firefighter classification.” The only substantive distinctions between the two classifications are sworn status and the Level III firefighting duties of the H003 — neither of which is relevant to the H033 EMS Captain position, which is an EMS management role with no firefighting component.

During my H008 service I performed the same clinical duties, operated under the same protocols, responded to the same patient populations, and functioned within the same SFFD EMS systems as sworn H003 members. My H008 service therefore represents functionally equivalent experience to sworn H003 service for the purposes of EMS Captain qualification.

I acknowledge that civil service rules define “sworn permanent appointee” as a specific administrative classification and that H008 service may not satisfy this requirement on a strict reading. However, as demonstrated by the identical job descriptions, my H008 service is substantively equivalent to sworn H003 service for the purposes of EMS Captain qualification, and I request that it be considered in whole or in part in the evaluation of my application.

To illustrate: even crediting my H008 service at a conservative 50% hour-for-hour rate would yield approximately 1,500 additional hours of qualifying experience. Combined with my sworn service from January 22, 2022 through the examination date, this would place my total qualifying experience at or above the five-year threshold. I am therefore requesting that any proportional credit be considered, as even a partial accommodation would satisfy the intent of the experience requirement.

---

#### ARGUMENT 2: Waiver Consistent with Established Departmental Precedent

The job announcement states that candidates who do not meet minimum qualifications may be placed on the eligible list in a waived position. I am requesting the opportunity to test for potential placement on the eligible list under this waiver provision, consistent with precedent established in prior examination cycles.

Notably, waiver language appears to be standard in H033 examination announcements, having been present in at least the 2022 examination cycle in addition to the current announcement. This suggests the waiver mechanism is not an exceptional accommodation but a routine feature of the H033 examination process, further supporting its application here.

It is my understanding that in 2015 another department member, Michael Mason, was allowed to test for this promotional position despite not fully meeting the requirements at the time of application, as he was still on his paramedic probation. While I acknowledge that the qualification requirements for that examination cycle differed from the current announcement, this instance reflects a departmental practice of extending testing opportunities to candidates who are within a reasonable timeframe of meeting eligibility requirements.

It is additionally my understanding that in a separate recent promotional examination for an Arson position, a minimum number of working fires was required for eligibility, and candidates who had not yet met that threshold were permitted to test and placed on the eligible list in a waived status, becoming active upon meeting the requirement. If accurate,

this would more directly establish a pattern of consistent departmental practice in applying the waiver provision to similarly situated candidates. I am continuing to seek documentation of this precedent and would welcome the opportunity to supplement this request if that information becomes available.

These examples suggest a departmental practice of applying a waiver clause to candidates who do not yet meet eligibility requirements but are within a defined timeframe of doing so. Consistent application of this practice to my application would be appropriate given my timeline.

My sworn anniversary date is January 21, 2022. I will meet the five-year sworn service requirement on January 22, 2027 — approximately six months from the anticipated date the eligible list would go active, and well within the 24-month duration of the eligible list resulting from this examination. If successful in testing, placement on the list in a waived status would allow me to become active upon meeting the requirement, consistent with the treatment afforded to the candidates referenced above and provisions of the announcement.

---

I respectfully request that my application be reconsidered for the opportunity to test for potential placement on the eligible list in a waived status, pursuant to the provisions of the job announcement and consistent with established departmental practice. I am happy to provide any additional documentation or information that would assist in this review.

Thank you for your time and consideration.

Respectfully,

Isaac James  
Community Paramedic

A large black rectangular redaction box covering the signature and contact information of Isaac James.



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE  
MAYOR

*Sent via Email*

**NOTICE OF RECEIPT OF APPEAL**

DATE: April 8, 2026  
REGISTER NO.: 0066-26-4  
APPELLANT: ISAAC D. JAMES

Carol Isen  
Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Isaac D. James appealing the disqualification of their H033 – Captain, Emergency Medical Service application. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 “Action Request on Pending Appeal/Request,” with supporting information and documentation to my attention by email to [civilservice@sfgov.org](mailto:civilservice@sfgov.org). CSC Form 13 is available on the Civil Service Commission’s website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService) on the “File an action request for a Civil Service Commission hearing” page.

In the event Isaac D. James’ appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on June 4, 2026**, so that it may be heard by the Civil Service Commission at its meeting on June 15, 2026. If you are unable to transmit the staff report by the June 4<sup>th</sup> deadline, or if required departmental representatives will not be available to attend the June 15<sup>th</sup> meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

Appellant: Issac D. James  
April 8, 2026  
Page 2 of 2

You may contact me at [Lavena.Holmes@sfgov.org](mailto:Lavena.Holmes@sfgov.org) or (628) 652-1100 if you have any questions. For more information regarding staff report requirements, meeting procedures or future meeting dates, please visit the Commission's website at [www.sfgov.org/CivilService](http://www.sfgov.org/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in blue ink that reads "Lavena Holmes". The signature is written in a cursive style with a large initial 'L'.

LAVENA HOMLES  
Deputy Director

Attachment

Cc: Jeanne Buick, Department of Human Resources  
Anna Biasbas, Department of Human Resources  
Shawn Sherburne, Department of Human Resources  
Donna Ho, Department of Human Resources  
Jen Lo, Department of Human Resources



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE  
MAYOR

*Sent via Email*

April 8, 2026

Isaac D. James



**Subject: Register No. 0066-26-4: Appealing the Disqualification of your H033 – Captain, Emergency Medical Service Application with the Fire Department.**

Dear Isaac D. James:

This is in response to your appeal submitted to the Civil Service Commission on April 2, 2026, appealing the disqualification of your H033 – Captain, Emergency Medical Service application. Your appeal has been forwarded to the Human Resources Department for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to [civilservice@sfgov.org](mailto:civilservice@sfgov.org). Please be sure to redact your submission of any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email [Lavena.Holmes@sfgov.org](mailto:Lavena.Holmes@sfgov.org) or by phone at (628) 652-1100 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION

LAVENA HOLMES  
Deputy Director



---

**Appeal of H033 EMS Captain Application Denial – Isaac James – Recruitment ID C00360**

---

**From** James, Isaac (FIR) <[REDACTED]>  
**Date** Thu 4/2/2026 4:27 PM  
**To** CivilService, Civil (CSC) <civilservice@sfgov.org>

1 attachment (3 MB)  
CSC Appeal.pdf;

Please find attached my completed Appeal to the Civil Service Commission (Form CSC-12) regarding the denial of my application for the H033 Captain, Emergency Medical Services position (Recruitment ID: C00360).

I am appealing on the grounds that DHR's determination incorrectly applies the minimum qualification requirements and misconstrues the waiver provision contained in the job announcement. The basis of my appeal is detailed in the attached form.

Please confirm receipt of this appeal at your earliest convenience.

Respectfully,

Isaac James  
Community Paramedic





**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Executive Officer  
 (628) 652-1100

CSC Register No.  
 \_\_\_\_\_  
 To: \_\_\_\_\_  
 CC: \_\_\_\_\_

**APPEAL TO THE CIVIL SERVICE COMMISSION**

**INSTRUCTIONS:**

Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above **within the designated number of days** following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original or e-signature is required. It is recommended that you include all relevant information and documentation in support of your appeal.

**TYPE OF APPEAL:** (Check One)

- Examination Matters (by close of business on 5<sup>th</sup> working day)
- Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - Limited application
- Personal Service Contracts (Posting Period)
- Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)
- Future Employability Recommendations (See Notice to Employee)

Isaac D. James

Full Name of Appellant

H003 L2 / Acting H009

Job Code

Paramedic/Community Paramedic

Title

Work Address

Fire

Department

Work Telephone

Residence Address

City

State

Zip

Home Telephone

Full Name of Authorized Representative (if any)

Telephone Number of Representative (including Area Code)

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email: \_\_\_\_\_

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE.** (Use additional page(s) if necessary)

Does the basis of this appeal include **new** information not previously presented in the appeal to the Human Resources Director? If so, please specify.

Check One:

Yes

No

Original Signature of Appellant or Authorized Representative

Date

CSC-12 (9/2025)

Date Received by Civil Service Commission: \_\_\_\_\_

**State the basis of this appeal in detail.** For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService).

I am appealing the denial of my application for the H033 Captain, Emergency Medical Services position (Recruitment ID: C00360) on the grounds that DHR's determination incorrectly applies the minimum qualification requirements and misconstrues the waiver provision contained in the job announcement.

**GROUND 1: H008 Service as Functional Equivalent of Sworn Service**

Prior to my appointment as a sworn member of SFFD, I served as an H008 Per Diem Paramedic from April 2020 through November 2021, accumulating approximately 3,000 documented hours of active service per department employment records, excluding sick and workers compensation time.

A direct comparison of the H008 and H003 job descriptions reveals that the duties, knowledge, skills, and abilities at Levels I and II are identical in both classifications, numbered and worded the same throughout. The H008 classification is explicitly designated in its own job description as "intended to serve as backfill for the H3 EMT/Paramedic/Firefighter classification." The only substantive distinctions are sworn status and Level III firefighting duties — neither relevant to the H033 EMS Captain position, which is an EMS management role with no firefighting component.

Even crediting H008 service at a conservative 50% hour-for-hour rate yields approximately 1,500 additional hours of qualifying experience. Combined with sworn service from January 22, 2022 through the examination date, total qualifying experience meets or exceeds the five-year threshold.

**GROUND 2: Misapplication of the Waiver Provision**

The job announcement states: "*Candidates who do not meet the standards set by the San Francisco Fire Department EMS Medical Director will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards.*"

DHR interprets this clause as applying only to candidates already on the eligible list. This interpretation is not supported by the plain text of the announcement. The waiver clause does not explicitly limit itself to candidates already on the eligible list — that restriction is DHR's reading, not what the text states.

Furthermore, the two sentences in this section are grammatically independent — separated by a period, not a semicolon — meaning the second sentence stands on its own and is not subordinate to the conditions described in the first.

Additionally, this waiver language appears exclusively in H033 announcements across multiple examination cycles. This pattern suggests the provision was deliberately included for this specific classification. Under DHR's interpretation, a candidate who has already met the five-year sworn service requirement, passed both examination components, and been placed on the eligible list would be extremely unlikely to lack the clinical competency the Medical Director requires.

DHR's reading therefore renders this provision functionally meaningless — a result inconsistent with the principle that each element of a formal document should be given operative effect.

**TIMELINE**

My sworn anniversary date is January 21, 2022. I will meet the five-year sworn service requirement on January 22, 2027 — approximately six months from the anticipated date the eligible list would go active, and well within the 24-month duration of the eligible list. Denying me, and others similarly situated, the ability to test not only delays potential promotional opportunities, but also denies the City the ability to place the most qualified applicants into the position based on an arbitrary timeline and distinction of sworn vs non-sworn service in otherwise identical positions.

**NOTE ON PENDING INFORMATION**

A clarification request regarding DHR's interpretation of the waiver clause was submitted to DHR on 4/2/26. DHR's response is pending and may contain information relevant to this appeal. Appellant respectfully requests the opportunity to supplement this appeal upon receipt of that response.

SAN FRANCISCO FIRE DEPARTMENT  
GENERAL ORDER

File Code 26 A-003  
January 26, 2026

From: Chief of Department  
To: Distribution List "A"  
Subject: H-33 Captain, Emergency Medical Services  
Reference: Rules and Regulations, Section 403  
Enclosure: None

Officer Endorsement:  
Section 1022 - R. & R. \_\_\_\_\_

1. Applications for the H-33 Captain, Emergency Medical Services, position will be accepted through an online process only beginning today, January 26, 2026. The process to apply online is as follows:

- Visit <https://us.smrtr.io/4v9-d> for job announcement.
- Click on "I'm interested" and follow instructions on the screen to apply.

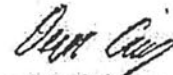
Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses @sfgov.org and @smartrecruiters.com.

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

If you have any questions regarding this application process, please contact the Human Resources Analyst listed on the job announcement.

2. A completed application must be submitted online by **5:00 PM on Monday, February 9, 2026. Failure to submit the completed application online by 5:00 PM on February 9, 2026, will result in exclusion from the examination process.**

3. The H-33 Captain, Emergency Medical Services exam components are tentatively scheduled to be administered the week of May 4, 2026.
4. Officers are responsible and shall be held accountable for ensuring that all eligible members under their supervision, including those who are off duty (e.g., trades, sick leave, vacation), are made aware of the information contained in this General Order.



Dean M. Crispen  
Chief of Department