

**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:** 2025/2026  
**Posted Date:** 09/23/2025  
**Reposted Date:** N/A

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

Item #	Job Code	Title	Bargaining Unit
1	9702	Employment & Training Specialist I	0022
2	9703	HSA Employment & Training Specialist II	0022
3	9704	Employment & Training Specialist III	0027
4	9705	Employment & Training Specialist IV	0027
5	9706	Employment & Training Specialist V	0027
6	9708	Employment & Training Specialist VI	0027

**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: Employment & Training Specialist I  
Job Code: 9702**

**DEFINITION**

Under supervision, provides services for clients which may include case management, ~~the determination of initial and continuing eligibility for public assistance and~~ the development and implementation of individual training and employment plans. May perform entry level work in the areas of program monitoring and operations, evaluation and planning, contract preparation and administration, and special employment related projects.

**DISTINGUISHING FEATURES**

9702 Employment & Training Specialist I ~~This is the entry level class in the Employment & Training series. Employees in this class receive direct supervision and training with an emphasis on managing caseloads and developing employment plans, and mid-learning rules, regulations, and general job search methods and techniques. Job assignments may be to one or more of the various areas of technical work. The 9702 Employment & Training Specialist I is typically used as a training classification; new employees may have only limited or no directly related work experience.~~

This class is distinguished from the 2903/05 Eligibility Worker Series and the 2910/12 Social Worker series by the breadth and variety of assigned duties. This class is distinguished from the **9703** Employment & Training Specialist II in that tasks and duties are performed under closer supervision.

~~9703 Employment & Training Specialist II This class is the journey level in the Employment & Training Specialist series. Employees within this class are distinguished from the 9702 Employment & Training Specialist I by knowledge of the operating procedures and policies of the work unit and the performance of the full range of duties as assigned. Employees at this level work under general supervision, and exercise independent judgment, receiving only occasional instruction or assistance as new or unusual situations arise. Supervisory instruction is limited to required tasks, approach and timelines. Work is reviewed upon completion and for overall results. Positions in this class are flexibly staffed and are normally filled by advancement from the class 9702 level, or when filled from outside the City and County service, require prior related work experience.~~

~~This class is distinguished from the 2903/05 Eligibility Worker Series and the 2910/12 Social Worker series by the greater breadth and variety of assigned duties. This class is distinguished from the 9704 Employment & Training Specialist III class in that the latter performs higher level technical assignments.~~

**SUPERVISION EXERCISED**

None.

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

**Title: Employment & Training Specialist I  
Job Code: 9702**

**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.*

**~~When Assigned to the Department of Human Services:~~**

1. Manage a caseload and perform case management services which include developing and implementing training and service plans, ~~and~~ monitoring applicant or client progress, ~~and~~, ~~as required~~, apply sanctions for lack of compliance with program requirements.
2. Interview clients regarding economic, family, physical and emotional situations, assess need for services and refer clients to appropriate resources.
3. Assist clients in completion of applications, forms and reports; review and evaluate applications for completeness and accuracy; prepare client budget to determine eligibility.
4. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility; authorize financial assistance and services according to legal criteria and established policies and procedures; review and determine recertification.
5. Explain eligibility, qualification standards, policy and procedure to clients and the public. Conduct orientation sessions to explain the policies and procedures of the program to new clients.
6. Evaluate clients' educational and work history; identify training and vocational goals; design an appropriate employment plan.
7. Assist clients in resolving barriers to employment such as transportation and childcare. Refer clients to other agencies according to established policies; coordinate service with public and private agencies and community resources.
8. Conduct home visits as needed to encourage compliance and prevent sanctions.
9. Provide advice, information, referrals, resource materials and other assistance to help clients obtain and retain jobs.
10. Prepare a workplan or contract between the client and the County.
11. Serve as client advocate; provide emergency, crisis, or general intervention for client; investigate and resolve client problems.
12. Prepare case narratives, reports, correspondence and other documentation. Compile technical data.
13. ~~Perform related duties and responsibilities as assigned.~~

**~~When Assigned to Community College:~~**

1. ~~Develop plans for marketing educational services to the private and public sectors.~~

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- ~~2. Monitor training contract implementation plans and ensure budget compliance; recommend appropriate corrective action when contract benchmarks are not met.~~
- ~~3. Meet with clients to conduct post training evaluation.~~
- ~~4. Prepare reports relating to current labor market.~~
- ~~5. Assist in areas of strategic planning, and program evaluation; prepare related reports.~~
- ~~6. Work with academic and vocational department administrators, students and the general public to disseminate program and college information.~~
- ~~7. Perform related duties as required.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: interviewing and investigative skills and techniques; office ~~P~~rocedures, meth-  
ods; computer literacy; basic operations, services and activities of social services programs;  
pertinent Federal, State and local laws, codes and regulations as related to assigned program  
responsibility; principles and procedures of record keeping and reporting; analytical and prob-  
lem solving methodology; local employment and training resources; principles and practices  
in the analysis of physical, psychological and social factors contributing to maladjustment; so-  
cioeconomic conditions and trends.

Ability or Skill to: understand and apply departmental programs, policies, procedures, and ter-  
minology; learn and apply the principles and procedures of record keeping; understand, inter-  
pret and apply pertinent Federal, State and local, regulations, laws, policies and rules govern-  
ing eligibility for public assistance, job training and employment programs; collect and evalu-  
ate information to determine eligibility for services; maintain client records and meet program  
and case plan goals; operate computer equipment and systems and standard office ma-  
chines; interview clients to obtain pertinent information necessary to develop case plans;  
communicate effectively orally and in writing to persons of various social, economic, cultural  
and educational backgrounds individually or in group settings; assess client employability /  
readiness and identify barriers to employment; motivate clients towards job readiness; learn  
and teach general job search methods and techniques.;

~~When Assigned to Community College District: Requires knowledge of economic, employ-  
ment and labor practices, and vocational programs; basic accounting techniques and proce-  
dures, grant compliance, budget development, program evaluation, and the ability to work ef-  
fectively with district staff, program funders and a diverse student population; use word pro-  
cessing, accounting and database software.~~

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

**Title: Employment & Training Specialist I  
Job Code: 9702**

**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:

~~Completion~~**Possession** of a four year college or university with a baccalaureate degree **from an accredited college or university.** preferably in Behavioral Science or a closely related field.

Experience:

~~9702 Employment and Training Specialist I:~~

Two years public contact experience including interviewing to obtain information.

~~9703 Employment & Training Specialist II:~~

~~In addition to the experience required for the 9702 Employment & Training Specialist I:~~

~~One year experience in the social services and/or employment and training field as an eligibility worker, social worker, or employment counselor.~~

License and Certification:

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Substitution:

**Additional qualifying experience may be substituted for the required degree on a year-for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.**

**SUPPLEMENTAL INFORMATION**

~~Essential duties involve the following physical skills and work environment:~~

~~Ability to work in a confining workspace; most positions involve physical activities of sitting, standing, and lifting 5-10 lbs., and require sufficient mobility to conduct home visits. May require the ability to work under conditions of extreme noise. May require hand/eye coordination and manual dexterity for data entry. May involve extensive VDT exposure.~~

Reason for Amendment:

~~Class 9702 has been amended to integrate the function of providing client information and eligibility determination for public assistance with the development of employment and training in accordance with requirements of State and Federal welfare reform legislation (TANF and Calworks). The specification is updated to reflect its current use, and to delete reference to the Mayors Office of Manpower. Class 9703 is added as a journey level in the Employment &~~

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**Title: Employment & Training Specialist I  
Job Code: 9702**

~~Training Series and to accommodate a career ladder progression with the mandated integrated focus.~~

**PROMOTIVE LINES**

**ORIGINATION DATE:** 3-16-81

**AMENDED DATE:** 11/7/97; XX/XX/XX

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

**BUSINESS UNIT(S):** COMMN; SFMTA

**CITY AND COUNTY OF SAN FRANCISCO  
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**Title: Human Services Agency Employment & Training Specialist II  
Job Code: 9703**

**DEFINITION**

Under supervision, provides services to clients including case management, development and implementation of individual training and employment plans, and progress monitoring. May perform entry level work in the areas of program monitoring and operations, evaluation and planning, contract preparation and administration, and special employment related projects.

**DISTINGUISHING FEATURES**

This class utilizes the deep class concept and encompasses multiple levels of responsibility from entry through the fully-experienced journey level. Incumbents with little or no experience in the duties of the class perform beginning-level work and perform at increasingly higher levels of responsibility that require a commensurate higher degree of ability and initiative as experience is gained.

This **9703 Employment & Training Specialist II** class is distinguished from the 2905 Human Services Agency Senior Eligibility Worker in that the **latter** 2905 determines client eligibility for public assistance programs and certifies for reimbursement under the terms of various social services programs. This class is distinguished from the 2918 Human Services Agency Social Worker in that the 2918 performs a variety of social work duties including client management, and continuing client investigation, and processing for various social service programs for the Human Services Agency. This class is distinguished from the 9704 Employment & Training Specialist III in that the 9703 Specialist II provides routine services that are less technical and tasks and duties are performed under closer supervision. The 9704 performs higher level technical assignments requiring specialized knowledge, skills, abilities and experiences.

**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. Manage a caseload and perform case management services, which include developing and implementing training and employment plans and monitoring client progress, and, as required, apply sanctions for lack of compliance with program requirements.
2. Interview clients regarding economic, family, physical and emotional situations, assess need for services and refer clients to appropriate resources such as CalWORKs, Family Stabilization, mental health or domestic violence services and others.
3. Assist clients in completion of applications, forms and reports; review and evaluate applications for completeness and accuracy.
4. Conduct orientation sessions to explain relevant policies, procedures, regulations, and requirements of the program to new clients and the public.

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**Title: Human Services Agency Employment & Training Specialist II  
Job Code: 9703**

5. Evaluate clients' educational background and work history; identify training and vocational goals; design an appropriate employment plan.
6. Authorize support services ~~such as transportation and childcare~~ to assist clients in resolving barriers to employment such as:- transportation, substance abuse, mental health, and childcare; Refer clients to other agencies according to established policies; coordinate service with public and private agencies and community resources.
7. Provide advice, information, referrals, resource materials and other assistance to help clients obtain and retain jobs.
8. Prepare ~~a contracts~~ between the client and the County.
9. Serve as client advocate; provide emergency, crisis, or general intervention for client; investigate and resolve client problems.
10. Prepare case narratives, reports, correspondence and other documentation; ~~Compile~~ technical data.
- 11. Interpret laws, policies, and regulations as related to the program and make recommendations to incorporate in the employment/training plan.**
- ~~11. Perform related duties as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: basic analytical and problem solving methodology; principles and practices in the analysis of physical, psychological and social factors contributing to maladjustment.

Ability or Skill to: learn and apply the principles and procedures of record keeping to maintain client records; understand, interpret and apply pertinent Federal, State and local, regulations, laws, policies and rules governing eligibility for public assistance, job training and employment programs; communicate effectively orally and in writing to persons of various social, economic, cultural and educational backgrounds individually or in group settings; assess client employability / readiness and identify barriers to employment; motivate clients towards job readiness; learn and teach general job search methods and techniques; use a personal computer in a network environment to enter and update data, create documents and use system applications, e-mail, spreadsheets, and word-processing software; learn interviewing and investigative techniques to obtain client information necessary to develop case plans; and understand and apply policies, procedures, terminology, services and activities of social programs to meet program and case plan goals.

**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:**



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**Title: Human Services Agency Employment & Training Specialist II  
Job Code: 9703**

Two years (2) of public contact experience including interviewing to obtain information.

License and Certification:

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Substitution:

Additional qualifying experience may be substituted for the required degree on a year-for-year basis, ~~(up to a maximum of two (2) years)~~. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**To: 9704 Employment & Training Specialist III**

**ORIGINATION DATE:** 3-16-81

**AMENDED DATE:** 11/07/1997; 7/22/2014; 2/25/2015; XX/XX/XX

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

**BUSINESS UNIT(S):** COMMN, SFMTA

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

**Title: Employment & Training Specialist III  
Job Code: 9704**

**DEFINITION**

Under direction, performs important and responsible professional and technical work in ~~specialized~~ areas of Employment & Training such as job development, training, vocational assessment, program monitoring, and program evaluation; ~~and performs related duties as required.~~

**DISTINGUISHING FEATURES**

The 9704 Employment & Training Specialist III performs ~~specialized~~ functions in a technical area of expertise and serves as a resource to both staff and clients in Employment & Training programs. This ~~level~~ **class** is distinguished from the 9703 Human Services Agency Employment & Training Specialist II in that the latter provides routine employment services that are less technical, and tasks and duties are performed under closer supervision. ~~the greater complexity of work; employees at this level possess a significant level of specialized, technical or functional expertise, beyond that expected at the journey level. The 9704 classification is distinguished from the higher level positions in the Employment & Training Series~~ **9705 Employment & Training Specialist IV** in that the latter ~~is~~ are assigned greater supervisory and managerial responsibility and authority.

**SUPERVISION EXERCISED**

Some positions may be required to supervise ~~subordinate~~ clerical or technical staff; however, supervisory responsibilities are ancillary to the main focus of the position.

**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.*

**Job Development Specialty:**

1. Analyze local labor market needs and research available employment and training opportunities.
2. Contact and develop unsubsidized jobs and opportunities for ~~pre~~-employment worksites in the public/private sectors.
3. Develop and maintain effective working relationships with employment service providers and inter/intra-agency staff.
4. Assist job-ready clients with job search and placement. Locate suitable training sites for placement of participants requiring additional training and experience.
5. Collect and compile data, and statistical information, and reports as needed; maintain records.
6. Work closely with the Employment Development Department and other private, public, and community agencies in providing job leads to participants.

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**Title: Employment & Training Specialist III  
Job Code: 9704**

7. Assist participants in writing and editing resumes, preparing forms, letters, and necessary paperwork for employment.

Training Specialty:

~~4.7.~~ Design and present employment training classes **workshops** to participants, **and partnering agencies** departmental staff, and other agencies; evaluate training needs and create new programs to address participant requirements; provide staff training for the assessment function.

8. Write and edit training manuals, including forms and procedural memos as required; maintain curriculum and training materials; provide training materials to staff and other agencies; instruct participants on skill development in the areas of: life skills, reading, language development, and math.

~~2.9.~~ Administer and evaluate standardized vocational tests, interpret results, and prepare comprehensive reports with employment recommendations and training needs; coordinate test administration with external vendors and agencies; prepare statistical reports on assessment activities.

~~3. Instruct participants on skill development in the area of life skills, reading, language development and math.~~

~~4. Supervise, advise, and provide guidance to participants during Job Club/Job Search; establish and maintain participant files.~~

~~5. Assist participants in preparing forms, letters, and necessary paperwork for employment.~~

~~6. Help write, edit and compose resumes and input on computer utilizing word processing and other software.~~

~~7. Evaluate training needs for new and current participants; develop new training materials for programs to meet the needs of participants.~~

~~8.10.~~ Analyze and interpret new laws, policies and regulations as related to the program and make recommendations to incorporate in the employment/training program.

~~9. Collect data, maintain records, and prepare reports as related to the employment/training program.~~

Assessment Specialty:

~~1. Administer standardized vocational tests to program participants.~~

~~2. Evaluate, score, and interpret the results of assessment tests administered.~~

~~3. Prepare complete reports on results of interviews and tests, including recommendations of employment possibilities and training requirements.~~

~~4. Consult with participant and employment specialists in the development of employment plans.~~

~~5. Coordinate test administration with outside vendors, service providers and various public and private agencies.~~

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Employment & Training Specialist III  
Job Code: 9704**

- ~~6. Prepare statistical reports for management and staff regarding assessment unit activities.~~  
~~7. Provide staff training in assessment specialty.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Services and activities of the assigned program; principles and practices of training, principles, and practices of assessment testing and counseling; socioeconomic, employment, and labor trends and practices; services provided by related agencies; pertinent federal state, local and departmental laws, policies and procedures; and computer applications related to the functional specialty.

Ability or Skill to: Communicate effectively orally and in writing to individuals and groups; establish and maintain cooperative working relationships with participants, other employees, vendors, and representatives of public, private and community based agencies; develop rapport with participants and provide a high level of customer service; work independently with minimal supervision; assess program training needs and develop and conduct appropriate training; **utilize Microsoft programs, internet programs and department/division specific computer software used regularly to track data, generate reports or complete assignments.**

**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:

Two (2) years (4000 hours) of experience in **providing direct services to clients in areas of workforce development such as human resources, recruitment, training, job search training, job or business development, career counseling, workshop instruction and facilitation,** or a closely related field.

License and Certification:

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Substitution:

Additional qualifying experience may be substituted for the required degree on a year-for-year basis (up to a maximum of two years). Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

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**Title: Employment & Training Specialist III  
Job Code: 9704**

**SUPPLEMENTAL INFORMATION**

~~Essential duties involve the following physical skills and work environment:  
Positions involve physical activities of sitting, standing, and walking, and require the ability to  
work in a confining workspace and under conditions of extreme noise. May require hand/eye  
coordination and manual dexterity for computer use. May involve extensive VDT exposure.~~

**PROMOTIVE LINES**

From: 9703 Employment and Training Specialist II

To: 9705 Employment and Training Specialist IV

**ORIGINATION DATE:**

**AMENDED DATE:** 02/25/15; XX/XX/XX

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

**BUSINESS UNIT(S):** COMMN, SFMTA

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

**Title: Employment & Training Specialist IV  
Job Code: 9705**

**DEFINITION**

Under direction, supervises, assigns work, and participates in the work of a unit responsible for providing employment, social services, and financial support to clients; performs a variety of technical tasks relative to the area of assigned responsibility, ~~and performs related duties as required.~~

**DISTINGUISHING FEATURES**

This is the first line supervisory class in the Employment and Training series. Positions in this classification function as working supervisors, overseeing a unit of **lower level staff in their program** ~~Employment & Training Specialists, and~~ providing services to the public according to well-defined regulations and procedures pertaining to public assistance or related programs. Positions in this class have regular contacts with clients, their relatives, and representatives of outside agencies and the public. The 9705 Employment and Training Specialist IV is distinguished from the 9704 Employment & Training Specialist III by responsibility for the supervision and work product of a unit engaged in case management and employment plan development. This class is distinguished from the 9706 Employment & Training Specialist V in that the latter positions typically involve additional autonomy, program responsibility or a specialized assignment.

**SUPERVISION EXERCISED**

Supervises ~~lower level positions in the Employment and Training Specialist series~~ **lower level staff in their program.**

**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. Plan, prioritize, assign, supervise, and review the work of a unit involved in providing employment, social services and financial support to clients; provide assistance and guidance to staff, who provide varied case management services, including developing and implementing, training and service plans for clients.
2. Advise, assist and refer clients who need social services and assistance to enter the labor market; make referrals as necessary.
3. Participate in the selection of unit staff; ~~provide~~ coordinate staff training; work with employees to correct deficiencies; and implement disciplinary procedures.
4. Conduct group and individual conferences with staff to provide direction; interpret and explain rules, regulations and policies to staff and to clients.
5. Review the quantity and quality of work performed by staff; verify eligibility and financial assistance eligibility according to established policies and procedures.

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**Title: Employment & Training Specialist IV  
Job Code: 9705**

6. Set goals and timetables for meeting performance standards and objectives; prepare employees performance appraisals, counsel employees, provide support and assist in correcting substandard performance.
7. Collaborate with other supervisors and managers in coordinating the activities of staff.
8. Interview complainants and make cause determinations regarding case management issues and eligibility for assistance; ~~assist workers~~ **clients and employees** with difficult situations and identify solutions.
9. Assist in the development and implementation of policies and procedures; prepare memos, reports and correspondence.
10. Provide assistance with budgets, grants, and contract procurement processes.
11. Participate in community meetings, professional groups, studies and research projects; develop and implement effective relations with the community to develop awareness of available programs.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Employment and training programs and practices; client appeal process in public assistance programs; vocational planning and career guidance practices and principles; dynamics of family relationships and counseling practices; dynamics of child care, abuse and neglect; labor market and employment resources; principles and practices of supervision, evaluation and training; interviewing techniques; caseload management methods and practices, categories of public assistance, community resources, and social services available; public funding and budget monitoring.

Ability or Skill to: Understand and apply federal, state, and local rules, regulations, and policies governing eligibility for public assistance and job training and employment programs; communicate clearly to explain technical information to persons of various social, cultural, and economic backgrounds; read, interpret and explain rules, regulations, policies, and procedures about public assistance and employment programs; represent the department and testify at hearings; apply adult and child abuse dynamics to case situations, use automated systems to track information and develop data and reports; supervise, motivate, evaluate and train staff, develop, interpret and implement policies and procedures; collect and evaluate information, draw valid conclusions, and make appropriate recommendations; write clear, concise and grammatically correct case narratives, reports, policies, and correspondence; organize work effectively; maintain productivity; establish rapport and maintain effective working relationships with others; keep systematic and accurate records; maintain confidentiality; prepare, organize, and make oral presentations to groups and staff, follow verbal and written instructions; retain and recall regulations and client data; **exercise sound judgment to make decisions and process information logically.**

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

**Title: Employment & Training Specialist IV  
Job Code: 9705**

**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 experience providing direct services to clients in areas of** directly related experience in workforce development **such as** career counseling, job or business development, **recruitment and training**, job placement/staffing services, human resources, job search training, workshop instruction and facilitation, **or closely related field**; **OR**

**Three (3) years of experience supervising employees that perform public benefits eligibility determination or maintenance** ~~or closely related field.~~

**License and Certification:**

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

**Substitution:**

Additional qualifying experience may be substituted for the required degree on a year-for-year basis ~~(up to a maximum of two years)~~. Thirty (30) semester units/forty-five (45) quarter units equal one (1) year.

**SUPPLEMENTAL INFORMATION**

~~Essential duties involve the following physical skills and work environment:  
Positions involve physical activities of sitting, standing, and walking. May require hand/eye coordination and manual dexterity for computer use. May involve extensive VDT exposure.~~

**PROMOTIVE LINES**

**From: 9704 Employment & Training Specialist III**

**To: 9706 Employment & Training Specialist V**

**ORIGINATION DATE:**

**AMENDED DATE:** 02/25/15; **XX/XX/XX**

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

**BUSINESS UNIT(S):** COMMN, SFMTA



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

**Title: Employment & Training Specialist V  
Job Code: 9706**

**DEFINITION**

Under direction, performs difficult and responsible professional and technical vocational work in the areas of monitoring, evaluation, planning, program operations ~~or a special projects~~; may perform technical work in various phases of vocational training and job development and thereby serve in an important resource capacity; directs and supervises subordinate employees engaged in various aspects of vocational programming, ~~and performs related duties as required.~~

**DISTINGUISHING FEATURES**

Major assignments at this level may include serving as supervising program monitor, supervising employment planner, program planner, youth specialist, head of a special vocational project or resource individual for special problems or specialized vocational work. **The 9706 Employment & Training Specialist V is distinguished from the 9705 Employment and Training Specialist IV in that the former class works with additional autonomy, a higher level of program responsibility, or a specialized assignment.**

**SUPERVISION EXERCISED**

Supervises subordinate professional and clerical staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

- ~~1. As supervising program monitor, supervises a team of program monitors with the purpose of maintaining a continuous review of program components' performance; compares quantitative and qualitative performance data with standards contained in statements of work for inclusion in program components; trains program monitors in use of their techniques to lead program components to successful performance of their duties; develops realistic statements of work for inclusion in program components' performance, contracts and work commitments.~~
- ~~2. As program planner, meets with spokespersons for community groups, prospective contractors or agency representatives to solicit and develop ideas for vocational programs; prepares program proposals with estimated cost statements for presentation; works closely with program monitors to resolve problems which might develop in the implementation and operation of vocational programs.~~
1. As supervising employment planner, ~~s~~Supervises a team of employment **specialists** planners in providing training, vocational counseling and related services to program participants; develops and designs workshops, course outlines and mock examinations; trains employment planners **specialists** in the conduct of workshops and provision of counseling services; develops informational materials, program proposals and work schedules for the provision of training services.

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~~3. As youth specialist, coordinates the research, planning and development of youth vocational services; monitors youth programs to insure equal treatment to the representatives of various racial and ethnic groups; provides vocational counseling and related services to program participants; evaluates the performance of vocational programs delivering services to youth; gives technical assistance and guidance to staff assigned to the Mayor's Youth Program.~~

**2. Prepares program proposals with estimated cost statements for presentation.**

~~1.3. May m~~**Meets** ~~and confer with representatives of government, civil, business, labor, pro-~~  
**spective contractors,** and community organizations for purposes of planning, developing, monitoring or evaluating vocational programs and proposals.

~~5.4. May be assigned to a lead a special project involving the planning, research, development,~~  
~~or implementation of a technical phase of vocational programming; prepares various mem-~~  
~~oranda, correspondence, records, and reports with recommendations when appropriate;~~  
~~may be assigned to the preparation of various grant applications; may organize and conduct~~  
~~staff training as required.~~

~~7. Performs related duties and responsibilities as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: economic, employment or labor practices; activities of federal, state and local job market and vocational programs, equal opportunity, employment security and anti-poverty programs; statistical techniques and procedures.

Ability or Skill to: plan, evaluate and promote vocational development programs; develop constructive working relations with community groups; write clear and concise technical and narrative reports; counsel and interview effectively; deal courteously, tactfully and effectively with government officials, community groups, employees and the general public; train and supervise the work of subordinates; **make informed decisions, recognize the impact and implications of decisions, use good judgment in choosing a course of action, and commit to accomplish organizational goals; promote and maintain professional and cooperative working relationships with supervisors, co-workers, clients, and staff of other agencies, which includes the ability to be fair, objective, flexible, diplomatic, and to demonstrate patience and sensitivity towards clients who come from a variety of cultural, ethnic and socioeconomic backgrounds.**

**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:**

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Four (4) years of ~~directly related experience~~ **providing direct services to clients** in **areas of** workforce development, **such as** job or business development, **career counseling, re-cruitment and training,** ~~human resources, job search training, workshop instruction and facilitation, job placement/staffing services, or a closely related field.~~

**License and Certification:**

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

**Substitution:**

Additional qualifying experience may be substituted for the required degree on a year-for-year basis ~~(up to a maximum of two years)~~. Thirty (30) semester units/forty-five (45) quarter units equal one (1) year.

~~Note: Positions at the Juvenile Probation Department require at least three years of the above described experience working with high-risk youth.~~

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**From: 9705 Employment & Training Specialist IV**

**ORIGINATION DATE:**

**AMENDED DATE:** 02/25/15; **XX/XX/XX**

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

**BUSINESS UNIT(S):** COMMN, SFMTA

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**Title: Employment & Training Specialist VI  
Job Code: 9708**

**DEFINITION**

Under general direction, performs difficult and complex professional and technical employment and training work in the areas of monitoring, evaluation, planning, program operations or special projects; may perform specialized technical work in various phases of employment and training and thereby serve in an important resource capacity; directs and supervises a division of subordinate employees engaged in various aspects of employment and training programs; and prepares and maintains technical records and reports; ~~and performs related duties as required.~~

**DISTINGUISHING FEATURES**

Major assignments at this level include serving as head of a special employment and training program, such as MUNI Transit Assistance Program Manager, or a resource specialist for important technical, complex, or specialized employment and training work. **The 9708 Employment & Training Specialist VI is distinguished from 9706 Employment & Training Specialist V in that the former class is responsible for the direction of a program.**

**SUPERVISION EXERCISED**

**Supervises professional and clerical staff.**

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Directs employment and training staff responsible for programmatic review; compares programmatic quantitative and qualitative data with work standards; trains staff in successful work performance; develops attainable employment goals and strategies for participants in the employment and training programs.
2. Directs a staff of employment specialists in the provision of training, vocational counseling and related services to program participants; supervises the design and development of training services and informational materials; supervises the training of employment specialists in the conduct of workshops and provision of counseling services; plans and coordinates program activities with employment and training staff and other departmental or agency representatives.
3. Meets with community groups, prospective employment and training contractors or agency representatives to solicit and develop ideas for planning and implementing employment and training programs; prepares program proposals with estimated cost statements for presentation to employment and training committees, staff or departments and agencies; resolves issues related to the implementation and operation of programs.
4. As MUNI Transit Assistance Program Manager, directs a staff of program coordinators, supervisors, and Transit Assistants in a program of crime prevention and violence deterrence on the Municipal Railway; develops and prepares work plans; supervises and evaluates the performance of subordinates; meets with school, law enforcement, community and MUNI representatives as needed; prepares and manages a budget; prepares reports as neces-

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sary.

5. Meets and confers with representatives of government, civil, business, labor or other organizations for purposes of planning, developing, monitoring or evaluating employment and training programs and proposals.
6. May be responsible for high-level administrative functions involving the planning, research, development and implementation of technical, complex or specialized areas of employment and training, prepares various memoranda, correspondence, records and reports; makes recommendations as necessary.
7. Performs related duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: economic, employment or labor practices; activities of federal, state and local employment and training, equal opportunity, employment security and anti-poverty programs, statistical techniques and procedures; when serving as MUNI Transit Assistance Program Manager, requires knowledge of nonviolent conflict resolution and crime prevention techniques.

Ability or Skill to: plan, evaluate and promote employment and training programs; develop constructive working relations with community groups; write clear and concise technical and narrative reports; deal courteously, tactfully and effectively with government officials, community groups, employees and the general public; train and supervise the work of subordinates; **make informed decisions, use good judgement in choosing a course of action, and commit to accomplish organizational goals; promote and maintain professional and cooperative working relationships with co-workers, clients, and staff of other agencies, which includes the ability to be fair, objective, flexible, diplomatic, and to demonstrate patience and sensitivity towards clients who come from a variety of cultural, ethnic, and socioeconomic backgrounds.**

**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:

~~Completion of a four-year college or university, with a~~ **Possession of a Baccalaureate degree with major course work in economics, business administration, personnel, public administration, or closely related field from an accredited college or university.**

Experience:

~~Four (4) years of increasingly responsible experience~~ **providing direct services to clients in the areas of workforce development such as job search training; job or business development; career counseling; recruitment and training, workshop instruction and facilitation, or closely related fields, including one (1) year of experience in a supervisory capacity, in employment and training, economic development, or employment-related programs;**

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~~or an equivalent combination of training and experience.~~

License and Certification:

Substitution:

**Additional qualifying experience may be substituted for the required degree on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one (1) year.**

**SUPPLEMENTAL INFORMATION**

Class 9708 has been re-titled and reformatted for consistency with concurrent changes in the Employment & Training Series and to reflect current functions. The title change from Employment & Training Specialist IV to Employment & Training Specialist VI reflects the creation of two new levels in the series; the journey level 9703 Employment & Training Specialist II, and the first line supervisor 9705 Employment & Training Specialist IV.

**PROMOTIVE LINES**

**From: 9706 Employment & Training Specialist V**

**ORIGINATION DATE:** 3/16/81

**AMENDED DATE:** 11/7/97; 3/19/99; **XX/XX/XX**

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

**BUSINESS UNIT(S):** **COMMN; SFMTA**