



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent via Electronic Mail

April 7, 2022

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Rhodora Sangalang
[REDACTED]

**SUBJECT: APPEAL BY RHODORA SANGALANG OF THE HUMAN RESOURCES
DIRECTOR'S DETERMINATION TO ADMINISTRATIVELY CLOSE
APPELLANT'S COMPLAINT OF DISCRIMINATION.**

Dear Rhodora Sangalang:

The above matter will be considered by the Civil Service Commission at a virtual meeting (Cisco WebEx) to be held on **April 18, 2022, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sfgov.org/CivilService under "Meetings" no later than end of day on Wednesday, April 13, 2022. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, email them to the Civil Service Commission's email at civilservice@sfgov.org by **5:00 p.m. on Tuesday, April 12, 2022**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

It is important that you or an authorized representative attend the hearing on your appeal. Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance. As a reminder, you are to be honest and forthright during all testimony and in all documentation that you provide to the Civil Service Commission.

You may contact me at (628) 652-1100 or at Sandra.Eng@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Carol Isen, Department of Human Resources
Mawuli Tugbenyoh, Department of Human Resources
Anna Biasbas, Department of Human Resources
Jennifer Burke, Department of Human Resources
Rikki DeWit, Department of Human Resources
Amalia Martinez, Department of Human Resources
Trent Rhorer, Human Services Agency
Daniel Kaplan, Human Services Agency
Katrina Williams, Human Services Agency
Brenden Lim, Human Services Agency
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original and nine (9) copies on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at www.sfgov.org/CivilService, and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1107 or (628) 652-1100 to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: sotf@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <http://www.sfgov.org/ethics/>.



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

1. Civil Service Commission Register Number: 0006 - 22 - 6
2. For Civil Service Commission Meeting of: April 18, 2022
3. Check One:
Ratification Agenda
Consent Agenda
Regular Agenda ☒
Closed Session
Human Resources Director's Report
4. Subject: Appeal by Rhodora Sangalang of the Human Resources Director's determination to administratively close Appellant's complaint of discrimination.
5. Recommendation: Adopt the report, uphold the decision of the Human Resources Director and deny the appeal by Rhodora Sangalang.
6. Report prepared by: Jennifer Burke, DHR EEO
Telephone number: (415) 557-4851
7. Notifications: Please see attached
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: Carol Isen

Date: April 1, 2022

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 "CSC RECEIPT STAMP" box to the right using the time-stamp in the CSC Office

Attachment

CSC RECEIPT STAMP

NOTIFICATIONS

Rhodora Sangalang (Appellant)

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CIVIL SERVICE COMMISSION REPORT

MEMORANDUM

TO: Civil Service Commission

THROUGH: Carol Isen, Human Resources Director
Department of Human Resources

THROUGH: Amalia Martinez, Director, EEO and Leave Programs
Department of Human Resources

FROM: Jennifer Burke, EEO Programs Senior Specialist
Department of Human Resources

DATE: April 1, 2022

EEO FILE NO: 3835

REGISTER NO: 0006-22-6

APPELLANT: Rhodora Sangalang

I. AUTHORITY

The San Francisco Charter, Section 10.103, and Civil Service Commission Rules provide that the Human Resources Director shall review and resolve complaints of employment discrimination. Pursuant to Civil Service Commission Rules, Section 103.3, the Civil Service Commission shall review and resolve appeals of the Human Resources Director's determinations.

II. BACKGROUND

On March 31, 2014, Appellant Rhodora Sangalang (Appellant) started working for the City and County of San Francisco (City) with the San Francisco Unified School District (SFUSD) as a 1204 Senior Personnel Clerk. On October 26, 2015, Appellant began working for the City's Human Services Agency (HSA) as a 1204 Senior Personnel Clerk, which is her current job classification. Appellant works in HSA's Operations Unit and performs onboarding tasks for Public Service Trainee (PST) and Career Pathways participants.

A. 1241 Human Resources Analyst Position

On June 16, 2021, Appellant applied to HSA's temporary exempt (TEX) 1241 Human Resources Analyst opening, TEX-1241-101699 (Ex. E). HSA had two vacancies tied to this recruitment. On July 16, 2021, HSA informed Appellant that she would not proceed further in the recruitment process because Appellant had insufficient professional-level human resources (HR) experience (Ex. C). On August 7 and November 6, 2021, HSA hired candidates from the TEX-1241-101699 recruitment – one candidate was over 40, the other candidate was Filipino.

B. Sangalang's Discrimination Allegations

On July 20, 2021, Appellant emailed the Department of Human Resources, Equal Employment Opportunity Division (DHR EEO), alleging that HSA subjected Appellant to discrimination due to her race (Filipino/Asian) and age (over 40-years old) when HSA determined she did not meet the minimum qualifications (MQs) and was not selected for the 1241 position (Ex. A).

C. Human Resources Director's Administrative Closure

On December 31, 2021, the Human Resources Director informed Appellant that based on the information provided, her allegations were insufficient to raise an inference of discrimination (Ex. B). Therefore, Appellant's complaint was not investigated further, and was administratively closed.

III. ISSUE ON APPEAL TO THE CIVIL SERVICE COMMISSION

On January 19, 2022, Appellant appealed the Human Resources Directors' administrative closure of EEO File No. 3835 (Ex. C). The issue on appeal is whether the Human Resources Director correctly administratively closed Sangalang's EEO complaint.

IV. INVESTIGATION STANDARDS AND ANALYSIS

A. Appellant Did Not Sufficiently Allege a Discrimination/Disparate Treatment Claim

To warrant further investigation, a complaint of discrimination/disparate treatment must sufficiently allege all of the following: (1) the complainant is a member of a protected category; (2) the complainant suffered an adverse employment action; and (3) the complainant suffered an adverse employment action because of the complainant's membership in a protected category.

Appellant is a member of protected categories based on her race (Filipino/Asian) and age (over 40). In August 2021, Appellant suffered an adverse employment action when HSA determined she did not meet the MQs for 1241 Human Resources Analyst position, TEX-1241-101699, and Appellant did not move forward in the selection process. However, there is no evidence to demonstrate that Appellant's non-selection was due to her protected categories.

Documentation on file shows that Appellant did not meet the MQs for the 1241 position. The current 1241 MQs require either two years of professional-level HR experience, or one year of professional-level HR experience with a college degree (Ex. D). Appellant did not have a bachelor's degree when the 1241 Human Resources Analyst recruitment was completed on June 30, 2021. Appellant acknowledged that she lacked a bachelor's degree, but Appellant cited that it would be conferred to her on August 9, 2021, after the recruitment process for this position was completed (Ex. A).

Furthermore, Appellant did not have two years of professional-level HR experience. Under the City's MQ Principles, professional-level experience is defined as, "Perform duties that require interpretation, independence of judgment and application of defined principles, practices and regulations. Requires a bachelor or advanced degree and may require certification or licensing" (Ex. F). Since 2014, Appellant has been a 1204 Senior Personnel Clerk, which does not require a bachelor's or advanced degree and thus is not considered professional-level experience to satisfy the MQs for the 1241 position (Ex. G). Moreover,

Appellant's job history prior to 2014 did not include *any* professional-level HR experience (Ex. E). Specifically, Appellant's pre-2014 employment included working as an Expediter for legal support services, an Information Systems Analyst, a Web Developer, a Worker's Compensation Insurance Representative, a Word Processing Technician, and an Office Assistant. Because Appellant did not meet the educational or professional requirements for the 1241 MQs, Appellant did not progress in the selection process due to legitimate business reasons.

Notably, one of the eight applicants who met the MQs for the position was an over 40-year-old Filipino, which negates Appellant's allegation that she did not meet the MQs for discriminatory reasons related to her combined protected categories of race and age (Ex. H and I). As stated above, HSA hired two candidates from the TEX-1241-101699 recruitment. The successful candidates for these 1241 positions were over 40-years old or Filipino, which further negates any inference of animus against people of Appellant's protected categories (Ex. H and K).

Based on the foregoing, there was insufficient information to support a discrimination claim within EEO jurisdiction because Sangalang did not provide facts that demonstrated her non-selection was due to her protected categories, and the Human Resources Director correctly administratively closed Sangalang's complaint without further investigation.

B. Appellant's Bases for Appeal Do Not Demonstrate the Human Resources Director's Determination Was Improper

As the basis for her appeal, Appellant made the following new allegations: (1) Appellant's prior employment and additional duties she performed as a 1204 Senior Personnel Clerk were not credited towards the 1241 MQ requirements; (2) Appellant's total college credits were not accepted to meet the MQs, while another HSA employee was given credit; (3) Appellant's 2017-2019 Performance Plan and Appraisal Reports (PPARs) inadequately documented Appellant's duties that would allow her to meet the MQs; and (4) HSA discriminates against members of Appellant's protected categories.

1. Appellant's Prior Employment and Additional Duties

On appeal, Appellant alleges that her prior employment as a 1204 at SFUSD and additional duties she performed in her current position at HSA were inadequately credited towards the 1241 MQ requirements. On July 15, 2021, Appellant emailed Dorys Lorio (Lorio), HR Analyst with HSA, and David Tu (Tu), HSA Operations Manager, for a status update on her application. Appellant told Lorio and Tu that she met the MQs for the position because she had earned 120 college units and would obtain her bachelor's degree on August 9, 2021. On July 16, 2021, Lorio replied to Appellant and told Appellant that she met the educational MQ; however, Lorio's analysis was incorrect because Appellant did not possess a college degree at the time the recruitment closed nor did Appellant possess additional professional-level HR experience to substitute the college degree requirement. Nonetheless, Lorio correctly informed Appellant that her application was unable to move forward in the hiring process because Appellant lacked the needed professional-level HR experience.

On July 19, 2021, Appellant emailed Mirna Palma (Palma), Exam Manager at HSA, and provided supporting documentation to support her claim that she met the 1241 MQs, including documentation of Appellant's Acting 1241 HR Analyst assignment from 2017; a July 3, 2017 email from Leo Saucedo (Saucedo), then-0931 Manager III; and a June 30, 2017 letter from Swen Ervin, Senior Human Capital Analyst with SFUSD,

to substantiate her claim that she performed professional HR duties (Ex. C). However, Appellant's information did not substantiate that she performed the required amount of professional-level HR experience necessitated by the 1241 MQs.

Appellant's experience at SFUSD from 2014 to 2015 did not satisfy the MQ because the 1204 position is a non-professional-level HR job classification. Although Appellant provided documentation that she performed professional-level HR duties during that time including hiring, recruitment activities, assisting with exams, posting job announcements, interfacing with applicants, coordinating interviews, and processing hiring and separations, this documentation was insufficient to substantiate her qualifications because it was non-contemporaneous substantiation and not documented in a performance evaluation. Additionally, while Appellant provided documentation to support that from 2015 to 2017 at H.S.A. she performed duties at a higher level than her 1204 job classification including overseeing other 1204s, issuing referrals, and reviewing and interpreting Civil Service and memoranda of understanding rules, Saucedo's email documentation was insufficient to substantiate Appellant's qualifications because it was also non-contemporaneous substantiation and not documented in a performance evaluation. In addition, while Appellant held an acting 1241 Human Resources Analyst position from October 2017 to March 2018 (Ex. E), a five-month acting assignment is not sufficient to meet the minimum of one year of professional-level HR experience requirement. Rather than identifying any discriminatory reasons, Appellant objects to how her MQs were credited and provides no information to support a claim of discrimination based on her protected categories.

2. Appellant's College Credits

Appellant further alleges that her total number of college course credits should have satisfied the college degree requirement for the 1241 MQs. To substantiate her claim, Appellant cites that [REDACTED], retired 1241 Human Resources Analyst, was given credit for the number of college courses credits completed and did not require completion of a bachelor's degree. However, [REDACTED] promoted to a 1241 Human Resources Analyst in December 2010, over twelve years ago (Ex. M), when the MQs required three years of personnel / HR experience in lieu of a college degree and allowed for a year-for-year basis, for up to two years (Ex. N). In 2017, the DHR amended the 1241 MQs to their current iteration (Ex. D and N). [REDACTED] MQ requirements in 2010 are thus incomparable to Appellant's 2021 application and non-selection. Furthermore, Appellant's reference to another employee's hire over a decade ago does not support a discrimination claim based on her protected categories.

3. Appellant's 2017-2019 PPARs

In addition, Appellant alleges that her 2017-2019 PPARs inadequately documented her duties that would allow her to meet the MQs. On October 22, 2020, Appellant rebutted her September 28, 2020 PPAR. Appellant's rebuttal cites that from 2017-2019, Appellant conducted additional duties of coordinating reassignments, trained 1241 Human Resources Analysts, and was the sole person processing interns for Department of Disability and Aging Services and Family and Children's Services units (Ex. C). However, Appellant's own description of her duties is insufficient to demonstrate that she met the MQs because it is not documented by a supervisor in a performance evaluation or codified in job duty statement. Although Appellant claims Tu discriminated against Appellant by not supporting her claim that she met the 1241 MQs, Appellant provides no substantive information to support that Tu had animus against Appellant due to her protected categories or treated her differently due to her protected categories. Moreover, rather than identifying discriminatory reasons for her non-selection to the 1241 Human

Resources Analyst position in 2021, Appellant objects to her three- and four-year old PPARs and provides no information to support a claim of discrimination based on her protected categories.

4. HSA's Alleged Animus Against Appellant's Protected Categories

Appellant alleges she was discriminated against because the employees who assumed the 1241 positions were not of Appellant's *combined* protected categories of race and age (over 40, Filipino). However, Appellant provided no evidence of HSA's alleged animus towards employees of her combined protected categories, and the HSA's selections in the 1241 hiring process, as detailed above, show no evidence of race- or age-based animus.

Appellant also alleges that HSA's Office of Diversity, Equity, Inclusion, and Belonging (DEIB) prioritizes those outside Appellant's protected racial categories as evidence for why her non-selection was discriminatory. However, the only evidence Appellant provides to substantiate this allegation is that during her participation in the DEIB group, the acronym BIPOC was used to refer to Black, Indigenous, and people of color. Appellant alleges that because her racial identity as a person of color is placed last in the acronym, that HSA places her at the "tail end" of HSA's priority in hiring. Such reasoning, however, provides no substantive information to support a discrimination claim in an actual HSA hire, like the 1241 Human Resource Analyst TEX-1241-101699 recruitment.

Appellant alleges that her non-selection was due to age-based animus because HSA's Operations Unit lack employees over age 40 (Ex. A). Appellant is incorrect. Out of 23 Operations Unit employees, only 6 are under age 40 (Ex. O).

V. RECOMMENDATION

Finally, Appellant did not sufficiently allege facts sufficient to establish an inference of discrimination, nor do the racial and age demographics of those who met the 1241 MQs or were selected for the positions support her allegations that HSA favored those outside of Appellant's protected categories or that Appellant did not meet the MQs because she is an over 40 Filipino. For all the reasons set forth above, the Human Resources Director's decision should be upheld, and the appeal should be denied.

VI. APPENDIX/ATTACHMENTS TO REPORT

Attached to this report are the following exhibits:

- Exhibit A: Rhodora Sangalang's Complaint of Discrimination, dated July 20, 2021
- Exhibit B: Human Resources Director's Determination Letter, dated December 29, 2021
- Exhibit C: CSC Notice of Receipt of Appeal and Acknowledgment Letter to Rhodora Sangalang, dated January 19, 2022
- Exhibit D: 1241 Human Resources Analyst Job Description, revised February 15, 2017
- Exhibit E: Rhodora Sangalang Job Application for 1241 Human Resources Analyst, TEX-1241-101699, dated June 16, 2021
- Exhibit F: Minimum Qualifications Principles, City and County of San Francisco, Department of Human Resources, updated August 26, 2019
- Exhibit G: 1204 Senior Personnel Clerk Job Description, revised January 11, 2012

Exhibit H: List of Candidates Who Met the 1241 Human Resources Analyst MQs

Exhibit I: [REDACTED] People&Pay Demographic Information

Exhibit J: 1241 Human Resources Analyst Announcement, TEX-1241-101699

Exhibit K: [REDACTED] People&Pay Demographic Information

Exhibit L: [REDACTED] People&Pay Demographic Information

Exhibit M: People&Pay Employment History

Exhibit N: 1241 Personnel Analyst Job Description, effective 2010

Exhibit O: HSA Operations Unit Personnel, People&Pay Demographic Information

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EXHIBIT A

Rhodora Sangalang Complaint of Discrimination, dated July 20, 2021

Lavina, Eric (HRD)

From: DHR-EEO
Sent: Wednesday, July 21, 2021 1:18 PM
To: Valdez, Matthew (HRD); Lavina, Eric (HRD)
Subject: FW: Complaint: Discrimination--Race & Age
Attachments: complaint_affidavit_non_qualifying 07202021.pdf; Announcement_ 1241 Human Resources Analyst - HSA - City and County of San Francisco.pdf; HSA Job Opportunity - 1241 Human Resources Analyst _ Recruitment #TEX-1241-101699.pdf; TEX-1241-101699; Name_ SANGALANG, RHODORA; EasyID_ EDO-31-6623.pdf; 1241 Qualifying docs.pdf

Dear Matthew and Eric,

Please see the email below for this new complaint received via dhr-eeo inbox.

Kindly,



Connecting People with Purpose

Ruth Mercado, EEO Assistant
(she/her/hers)

Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Phone: (415) 557-4816
Website: www.sfdhr.org

From: [REDACTED]
Sent: Tuesday, July 20, 2021 11:18 PM
To: DHR-EEO <DHR-EEO@sfgov.org>
Cc: Sangalang, Rhodora (HSA) <rhodora.sangalang@sfgov.org>
Subject: Complaint: Discrimination--Race & Age

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear DHR-EEO,

Attached is my official complaint affidavit of discrimination. I feel that I have been discriminated against due to my race and age.

I'm attaching documentation to supplement my complaint affidavit.

Should you need clarification on any points on the affidavit, please contact me.

Thank you in advance for your time and attention.

Sincerely,

Rhodora Sangalang
HSA HR-Operations

Cell: [REDACTED]
Work Cell: [REDACTED]
rhodora.sangalang@sfgov.org
[REDACTED]

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EXHIBIT B

Human Resources Director Determination Letter to Rhodora Sangalang, dated December 29,
2021



CONFIDENTIAL

December 29, 2021

Rhodora Sangalang
[REDACTED]
[REDACTED]

Via E-Mail
[REDACTED]

RE: Complaint of Discrimination, EEO File No. 3835

Dear Rhodora Sangalang:

The San Francisco Charter, Section 10.103, and Civil Service Rule 103 provide that the Human Resources Director shall review and resolve complaints of employment discrimination. The Charter defines discrimination as a violation of civil rights on account of race, religion, disability, sex, age, or other protected category. The City and County of San Francisco (City) considers all allegations of discrimination a serious matter.

Thank you for bringing your concerns to my attention, as I appreciate every opportunity to evaluate conduct that impacts employee morale and productivity. I make recommendations for change whenever warranted, even when the facts do not establish a violation of nondiscrimination policies but may violate other policies, or where changes may improve a workplace environment.

The purpose of this letter is to inform you of my determination regarding your complaint, EEO File No. 3835.

I. BACKGROUND & ALLEGATIONS

On March 31, 2014, you started working for the City with the San Francisco Unified School District (SFUSD) as a 1204 Senior Personnel Clerk. On October 26, 2015, you started working with the City's Human Services Agency (HSA) as a 1204 Senior Personnel Clerk, which is your current job classification. You work in HSA's Operations Unit and perform onboarding tasks for Public Service Trainee (PST) and Career Pathways participants.

On July 20, 2021, you e-mailed the Department of Human Resources, Equal Employment Opportunity Division (DHR EEO), alleging that HSA subjected you to discrimination when they did not select you for a 1241 Human Resources (HR) Analyst position, job number TEX-1241-101699, based on your race (Filipino/Asian) and age (over 40 years old). On November 9, 2021, you spoke on the phone with Alison Kwan, Acting EEO Program Manager, regarding your allegations.

Specifically, you alleged that an HSA HR Analyst informed you that you did not meet the minimum qualifications (MQs) for the position, resulting in your non-selection, as you did not have a college degree and one year of professional HR experience, or two years of professional HR experience if you were substituting for the educational requirement.

In support of your belief that your non-selection was due to your race and age, you alleged that: (1) David Tu (Tu), HR Operations Manager, discriminated against you by being able to, but not supporting your claim that you met the 1241 MQs; (2) the Operations Unit lacks employees over 40 years old; (3) you contested the decision that you did not meet the MQs by e-mailing Mirna Palma (Palma), Exams Manager, but never received a response; and (4) because HSA's Diversity, Equity, Inclusion, and Belonging (DEIB) prioritizes other groups before your protected categories.

II. RELEVANT CITY POLICIES

City's Equal Employment Opportunity (EEO) Policy

Below are relevant portions from the City's EEO Policy:

Discrimination Prohibited

Discriminating against City and County of San Francisco (City) employees, applicants, or persons providing services to the City by contract, including supervisory and non-supervisory employees, because 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 is prohibited and unlawful. For the purpose of this policy only, the term "employees" includes unpaid interns and volunteers. Discrimination is the unequal treatment of individuals with respect to the terms and conditions of their employment, based on their membership in a protected category.

III. ANALYSIS & FINDINGS

To warrant further investigation, a complaint of discrimination in violation of the City's EEO Policy must sufficiently allege all of the following: (1) you are a member of a protected category; (2) you suffered an adverse employment action; and (3) you suffered an adverse employment action because of your membership in a protected category.

You are a member of a protected category due to your race (Asian/Filipino) and age (over 40). However, based on the information reviewed, your non-selection was due to the fact that you did not meet the MQs, specifically that you lacked two years of documented professional-level HR experience or one year of professional-level HR experience and a college degree, which is a legitimate business reason unrelated to your race and age.

Although you believe you had more college credits than required for a Bachelor's degree, you acknowledged that your degree was not complete at the time of your application for the 1241 position. Furthermore, while you alleged that your current job duties extend beyond your 1204 classification and your 2017 supporting documentation from Leo Saucedo, then-0931 Manager III, and Swen Ervin, Senior Human Capital Analyst, this information and documentation did not demonstrate that you performed two years of professional-level HR experience because it was non-contemporaneous substantiation and not documented in a performance evaluation. Moreover, you did not include in your application that from October 2017 to March 2018, you held an acting 1241 Human Resources Analyst position. Regardless, this

five-month assignment was also insufficient to meet the two-year professional-level HR experience required for applicants without college degrees.

Finally, information provided by the department make it unlikely your race and age were a factor in your non-selection. For example, of the eight candidates who met the MQs for the position, four were Filipino and one was a Filipino over 40 years old. In addition, HSA filled job number TEX-1241-101699 with one over-40 years old candidate and one Filipino candidate. Based on the foregoing, your allegations do not meet the City's EEO Policy's standard for discrimination and will not be investigated further.

IV. DETERMINATION OF THE HUMAN RESOURCES DIRECTOR

Please be advised that based on the information you provided, it is my determination that the conduct you reported in your complaint, EEO File No. 3835, does not meet the standards for discrimination to warrant further investigation under the City's EEO Policy.

The determination of the Human Resources Director is final unless it is appealed to the Civil Service Commission and is reversed or modified. A request for appeal must be received by the Civil Service Commission at 25 Van Ness Avenue, Room 720, San Francisco, CA, 94102, within 30 calendar days of the date of the e-mail sending this letter.

For your information, you may file a complaint of employment discrimination with the California Department of Fair Employment and Housing, or the United States Equal Employment Opportunity Commission. Contact those agencies directly for filing requirements and deadlines.

Please feel free to contact Amalia Martinez, Director, EEO, DHR, at (415) 557-4932, if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carol Isen", with a long horizontal flourish extending to the right.

Carol Isen
Human Resources Director
Department of Human Resources

c: Trent Rhorer, Executive Director, HSA
Katrina Williams, Human Resources Director, HSA
Amalia Martinez, Director, EEO and Leave Programs, DHR

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EXHIBIT C

Notice of Appeal Filed by Rhodora Sangalang



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent via Email

NOTICE OF RECEIPT OF APPEAL

DATE: January 27, 2022
REGISTER NO.: 0006-22-6
APPELLANT: RHODORA SANGALANG

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

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Rhodora Sangalang appealing the Human Resources Director's determination that her Complaint of Discrimination, EEO File No. 3835 does not meet the standards for discrimination to warrant further investigation under City's EEO Policy. 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 at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at www.sfgov.org/CivilService under "Forms."

In the event that Rhodora Sangalang's 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 April 7, 2022**, so that it may be heard by the Civil Service Commission at its meeting on April 18, 2022. If you will be unable to transmit the staff report by the April 7th deadline, or if required departmental representatives will not be available to attend the April 18th 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.

You may contact me at Sandra.Eng@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.

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Jeanne Buick, Department of Human Resources
Mawuli Tugbenyoh, Department of Human Resources
Amalia Martinez, Department of Human Resources
Rikki DeWit, Department of Human Resources
Alison Kwan, Department of Human Resources
Katrina Williams, Human Services Agency



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent via Email

January 27, 2022

Rhodora Sangalang
[REDACTED]
[REDACTED]

Subject: **Register No. 0006-22-6: Appealing the Human Resources Director's Determination that her Complaint of Discrimination, EEO File No. 3835 Does Not Meet the Standards for Discrimination to Warrant Further Investigation under City's EEO Policy.**

Dear Rhodora Sangalang:

This is in response to your appeal submitted to the Civil Service Commission on January 19, 2022, appealing the Human Resources Director's determination that your Complaint of Discrimination, EEO File No. 3835 does not meet the standards for discrimination to warrant further investigation under City's EEO Policy. Your appeal has been forwarded to the Department of Human Resources 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. Please be sure to redact your submission for 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 Sandra.Eng@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.sfgov.org/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

RECEIVED 1/19/22



CIVIL SERVICE COMMISSION City and County of San Francisco

25 Van Ness Avenue, Suite 720
San Francisco, California 94102-6033
Executive Officer
(415) 252-3247

CSC Register No.

-22-6

To:

X C. Ison

CC:

M. Tugbergh
A. Martinez
R. Dewitt
A. Kwan

K. Williams

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 signature is required. (**E-mail is not accepted.**) 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 5th working day)
Employee Compensation Matters (by close of business on 7th 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)

Rhodora Sangalang

Full Name of Appellant

1204 Sr. Personnel Clerk

Job Code

Title

1650 Mission St., 4th Floor 415-361-8808

Work Address

Work Telephone

Human Services Agency (HSA)

Department

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 (10/14)

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.sfgov.org/CivilService.

The basis of this appeal includes new information not previously presented in the appeal to the Human Resources Director --my complaint is based on my non-selection due to my race (Filipino/Asian) and age (over 40 years old), (1) David Tu, HR Operations Manager, discriminated against me by being able to, but not supporting my claim that I met the 1241 MQs; (2) the Operations Unit lacks employees over 40 years old; (3) the decision that I did not meet the MQs by emailing Mirna Palma, Exams Manager, but never received a response despite telling me she would provide one; and (4) because HSA's Diversity, Equity, Inclusion and Belonging (DEIB) prioritizes other groups before my protected categories.

The above referenced TEX position's string of events is what triggered my discrimination complaint. I alerted SEIU 1021 regarding this complaint on July 20, 2021. On July 22, 2021, Daniela Gonzales, SEIU 1021 Field Representative, advised me that I needed to have specifics in my complaint and that if I went with the Union, they would have limited access to CCSF records. She said that if I went with the City—which I assumed to be DHR, all City records could be admitted. However, with the DHR determination of my complaint, EEO File No. 3835 not meeting the standards for discrimination, I am writing this appeal to the Civil Service Commission.

I am claiming discrimination based on my race and age against Human Services Agency's (HSA) Human Resources (HR) department. For chronology purposes, I'm going to start with this incident (denial to qualify for number TEX-1241-101699). By this time, HSA's DEIB unit has established its Racial Equity Action Plan. Page 11 of this publication best describe attributes and biases my complaint is based on. Because I do work in the HR department of HSA, I am being defined as my current classification. The Exams unit and management feel that they are aware of my qualifications because I am a 1204-Sr. Personnel Clerk—administrative clerk specification. They fail to take into consideration my past employment and its civil service job specifications of performing professional level complex and highly complicated analyses.

Sometime around 2017, the minimum qualifications (MQs) for the 1241 Personnel Analyst job class was upgraded to include a bachelor's degree, whereas in years prior to, it only required 3 years of performing duties of a 1204 Sr. Personnel Clerk. When I joined the CCSF workforce in 2014, I was already looking forward to meeting that qualification and becoming an HR Analyst. When I transferred from SFUSD to HSA as a 1204 Sr. Personnel Clerk, then Operations manager, Leo Saucedo, decided to develop my skills in HR by giving me more complex and responsible duties. Such activities that were at a higher level more like 1241 duties included:

- Overseeing other 1204s,
- Issuing Referrals,
- Communications with Program Managers, Directors and other program staff,
- Reviewing and interpreting Civil Service Rules, MOUs that pertain to the Hiring Process,

- Coordinating onboarding and separation,
- Reassignment process for the Agency.

Leo Saucedo wrote in an email dated July 03, 2017 and copied my then supervisor, David Tu, that I performed those specific duties from October 26, 2015 to January 09, 2017, when 2 - 1241s took over those duties that I did on my own for 14 months. That does not include the months after that that it took to train the 1241s who took on those duties. This specific email has been provided as VOE to numerous appeals, but was rejected because it was not contemporaneous substantiation (according to merriam-webster.com means existing, occurring, or originating during the same time...) regardless of the time-stamp.

More so to my disadvantage, I was not provided a yearly Performance Appraisal Review (PAR) to demonstrate my competence to being a 1241 Personnel Analyst. Although I did not put in my application that I held an acting 1241 position, documentation was in my file and included in my appeal email to the Exams unit along with Leo Saucedo's email and letter from SFUSD's HR management. Although, at the time, I did not possess a Bachelor's degree, the substitution of the number of credits I already earned should have been considered and accounted for as stated in the announcement. Qualifying by accounting for every college credit, was a normal practice done before to qualify a candidate. [REDACTED] was one such candidate (if need be, please reference her file and Exams record).

I'm also including my 2019-2020 PAR from David Tu received on 10/20/2020. Please see section V. Appraisal Report Summary, subsection B. Comments Regarding Overall Performance. David Tu provided a generic and dull illustration of the work that I do for the PST program. That is the main reason that I refused to sign the PAR and provided a lengthy rebuttal. To date, with the pandemic and many changes to our work environment and the way we perform our duties, I continue to work diligently and efficiently to uphold HR's role in the PST program. Due to HR Operations unit being short-staffed (which is why a 1241 and a 1244 were recently hired) I stepped in and performed the duties expected of the PST Coordinator (03/17/2020-present).

Lastly, the determination letter from DHR, EEO File No. 3835, states that HSA HR of the 8 candidates who met the MQs for the position, 4 were Filipino and 1 was a Filipino over 40 years old. However not 1 candidate was a Filipino AND over 40 years old, such as myself. In addition, HSA filled job number TEX-1241-101699 with 1 over-40 years old candidate and 1 Filipino candidate. However not 1 selection was a Filipino AND over 40 years old, such as myself.

CSC-12 (10/14)

(Use additional sheets if needed)

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
www.sfdhr.org

CONFIDENTIAL

December 29, 2021

Rhodora Sangalang
[REDACTED]

Via E-Mail
[REDACTED]

RE: Complaint of Discrimination, EEO File No. 3835

Dear Rhodora Sangalang:

The San Francisco Charter, Section 10.103, and Civil Service Rule 103 provide that the Human Resources Director shall review and resolve complaints of employment discrimination. The Charter defines discrimination as a violation of civil rights on account of race, religion, disability, sex, age, or other protected category. The City and County of San Francisco (City) considers all allegations of discrimination a serious matter.

Thank you for bringing your concerns to my attention, as I appreciate every opportunity to evaluate conduct that impacts employee morale and productivity. I make recommendations for change whenever warranted, even when the facts do not establish a violation of nondiscrimination policies but may violate other policies, or where changes may improve a workplace environment.

The purpose of this letter is to inform you of my determination regarding your complaint, EEO File No. 3835.

I. BACKGROUND & ALLEGATIONS

On March 31, 2014, you started working for the City with the San Francisco Unified School District (SFUSD) as a 1204 Senior Personnel Clerk. On October 26, 2015, you started working with the City's Human Services Agency (HSA) as a 1204 Senior Personnel Clerk, which is your current job classification. You work in HSA's Operations Unit and perform onboarding tasks for Public Service Trainee (PST) and Career Pathways participants.

On July 20, 2021, you e-mailed the Department of Human Resources, Equal Employment Opportunity Division (DHR EEO), alleging that HSA subjected you to discrimination when they did not select you for a 1241 Human Resources (HR) Analyst position, job number TEX-1241-101699, based on your race (Filipino/Asian) and age (over 40 years old). On November 9, 2021, you spoke on the phone with Alison Kwan, Acting EEO Program Manager, regarding your allegations.

Specifically, you alleged that an HSA HR Analyst informed you that you did not meet the minimum qualifications (MQs) for the position, resulting in your non-selection, as you did not have a college degree and one year of professional HR experience, or two years of professional HR experience if you were substituting for the educational requirement.

In support of your belief that your non-selection was due to your race and age, you alleged that: (1) David Tu (Tu), HR Operations Manager, discriminated against you by being able to, but not supporting your claim that you met the 1241 MQs; (2) the Operations Unit lacks employees over 40 years old; (3) you contested the decision that you did not meet the MQs by e-mailing Mirna Palma (Palma), Exams Manager, but never received a response; and (4) because HSA's Diversity, Equity, Inclusion, and Belonging (DEIB) prioritizes other groups before your protected categories.

II. RELEVANT CITY POLICIES

City's Equal Employment Opportunity (EEO) Policy

Below are relevant portions from the City's EEO Policy:

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III. ANALYSIS & FINDINGS

To warrant further investigation, a complaint of discrimination in violation of the City's EEO Policy must sufficiently allege all of the following: (1) you are a member of a protected category; (2) you suffered an adverse employment action; and (3) you suffered an adverse employment action because of your membership in a protected category.

You are a member of a protected category due to your race (Asian/Filipino) and age (over 40). However, based on the information reviewed, your non-selection was due to the fact that you did not meet the MQs, specifically that you lacked two years of documented professional-level HR experience or one year of professional-level HR experience and a college degree, which is a legitimate business reason unrelated to your race and age.

Although you believe you had more college credits than required for a Bachelor's degree, you acknowledged that your degree was not complete at the time of your application for the 1241 position. Furthermore, while you alleged that your current job duties extend beyond your 1204 classification and your 2017 supporting documentation from Leo Saucedo, then-0931 Manager III, and Swen Ervin, Senior Human Capital Analyst, this information and documentation did not demonstrate that you performed two years of professional-level HR experience because it was non-contemporaneous substantiation and not documented in a performance evaluation. Moreover, you did not include in your application that from October 2017 to March 2018, you held an acting 1241 Human Resources Analyst position. Regardless, this

five-month assignment was also insufficient to meet the two-year professional-level HR experience required for applicants without college degrees.

Finally, information provided by the department make it unlikely your race and age were a factor in your non-selection. For example, of the eight candidates who met the MQs for the position, four were Filipino and one was a Filipino over 40 years old. In addition, HSA filled job number TEX-1241-101699 with one over-40 years old candidate and one Filipino candidate. Based on the foregoing, your allegations do not meet the City's EEO Policy's standard for discrimination and will not be investigated further.

IV. DETERMINATION OF THE HUMAN RESOURCES DIRECTOR

Please be advised that based on the information you provided, it is my determination that the conduct you reported in your complaint, EEO File No. 3835, does not meet the standards for discrimination to warrant further investigation under the City's EEO Policy.

The determination of the Human Resources Director is final unless it is appealed to the Civil Service Commission and is reversed or modified. A request for appeal must be received by the Civil Service Commission at 25 Van Ness Avenue, Room 720, San Francisco, CA, 94102, within 30 calendar days of the date of the e-mail sending this letter.

For your information, you may file a complaint of employment discrimination with the California Department of Fair Employment and Housing, or the United States Equal Employment Opportunity Commission. Contact those agencies directly for filing requirements and deadlines.

Please feel free to contact Amalia Martinez, Director, EEO, DHR, at (415) 557-4932, if you have any questions.

Sincerely,



Carol Isen
Human Resources Director
Department of Human Resources

c: Trent Rhorer, Executive Director, HSA
Katrina Williams, Human Resources Director, HSA
Amalia Martinez, Director, EEO and Leave Programs, DHR

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
www.sfdhr.org

RECEIPT OF DISCRIMINATION COMPLAINT

July 21, 2021

Rhodora Sangalang
[REDACTED]

Via E-Mail
[REDACTED]

RE: Complaint of Discrimination, EEO File No. 3835

Dear Rhodora Sangalang:

The Department of Human Resources, Equal Employment Opportunity Division (DHR EEO) has received your complaint of discrimination against the San Francisco Human Services Agency (HSA). The City and County of San Francisco (City) takes seriously all allegations of discrimination, harassment, and retaliation. In accordance with the San Francisco Charter, Section 10.103 and Civil Service Commission Rule 103, your correspondence has been reported to the Human Resources Director.

Please be assured that your complaint is important to us. We are working hard to ensure your complaint is reviewed as soon as possible to determine if the issues and bases of your complaint are timely and within the jurisdiction of equal employment opportunity laws of the City and County of San Francisco. If your complaint is timely and within EEO jurisdiction, an EEO investigator will contact you for an intake interview.

If you have any questions, you may contact me at (415) 551-8926 or at matthew.valdez@sfgov.org.

For your information, you may also file a complaint of employment discrimination with the California Department of Fair Employment and Housing or the United States Equal Employment Opportunity Commission. Contact these agencies directly for filing instructions and deadlines.

Sincerely,

Enclaine for

Matthew Valdez
EEO Programs Manager
Department of Human Resources

COMPLAINANT AFFIDAVIT

Date: July 20, 2021

Re: Rhodora Sangalang vs. Human Services Agency, Human Resources

1. My name is Rhodora Sangalang
2. My address is: [REDACTED]
3. My phone numbers are: 415-361-8808 (work-cell), [REDACTED]. My work email is: rhodora.sangalang@sfgov.org. My personal email is: [REDACTED]
4. My DSW number is [REDACTED]

I want to file a complaint of discrimination based on age and race as follows:

5. I am a Filipino female.
6. I was born on [REDACTED]. As of July 16, 2021, I was 50 years old.
7. I am a Sr. Personnel Clerk with Human Services Agency (HSA), Human Resources department, Operations Unit from October 26, 2015, to present.
8. On July 16, 2021, I applied for the 1241 Human Resources Analyst position in the Human Resources Department at Human Services Agency (HSA), Recruitment #TEX-1241-101699.
 - a. The announcement was sent to HSA-Everyone on June 16, 2021 and I completed my online application on the same day.
9. The filing deadline was June 29, 2021. I sent a follow up email to the HR Analyst on Thursday, July 15, 2021. On Friday, July 16, 2021, I received a response via email from Dorys Lorio stating the minimum qualifications for Class 1241. She stated that I did "not possess a baccalaureate degree from an accredited college or university; however, you completed 122 semester units. You meet the education requirement under the substitution language." And, "in addition, you are required to possess at least 1 year of professional human resources experience (see MQ above). Applying the education substitution, your application needs to show two (2) years of experience as described above."
 - a. At the present time, in the Operations Unit, PSRP Unit (HR Operations analysts) there are 4 positions occupied by 1 Chinese male, 1 Chinese female, 1 African-American female, and 1 Filipino female. Of the 4, only one is age over 50—the Filipino female.

- b. I am also a member of the Operations Unit, but I handle Public Service Trainee (PST) employment, a project sponsored by the Mayor of San Francisco.
 - c. The PST unit is a "condensed" version of the regular classified hiring in that it is fast paced, and the candidates have expedited clearance to work, we fingerprint and process paperwork for them on the same day. PST team verifies that they have all required identification, and they are legally able to be employed with the City and County of San Francisco.
 - d. I have personally been handling the Career Pathways program—the next step higher to the PST program—on my own and am working on a group of 30 hires.
 - e. Since the shelter in place order, March 16, 2020, for the most part, we have all been working from home. It is already stressful to try and obtain employment, let alone during a pandemic when nothing is the way it was and nothing is for certain. Candidates are already stressed out, so I do my best to provide them a smooth onboarding.
 - f. PST and Career Pathways employees may work in different agencies of San Francisco. Those that work in office settings need access to their specific agencies' systems. Since I am the last person that the employees and their host supervisors communicated with at HSA, they come right back to me for questions on how to set them up. This is not in Sr. Personnel Clerk job description, but instead of pawning the new hire off to an analyst—where we are short-staffed, I handle it myself by researching and making phone calls and put processes together.
 - g. I also write correspondences that do not come from templates, that require research, and on behalf of HR management.
 - h. I request and troubleshoot IT-related matters such as obtaining secured internet lines to transmit fingerprints to the DOJ, and troubleshooting problems with the fingerprinting machine with the vendor. I handle more complex matters than those listed in the Sr. Personnel Clerk job description.
10. On January, 2020, I decided to go back to school to earn my bachelor's degree so that when I apply for higher positions, there would be no question about my education qualification. My graduation date is August 9, 2021. However, as of the date this document is written and at the time of my online application, I possessed 122 college credits, which is 2 credits above that of a bachelor's degree. However, due to the Business Management program that I was enrolled, I had to attend a specific set of courses.
11. On February 3, 2020, HSA established the Office of Diversity, Equity, Inclusion, and Belonging (DEIB), managed by Asa King. This office laid the foundation for HSA's efforts to systematically identify and address racial inequities. The office

was charged with advancing racial equity at HSA's opportunities in hiring, promotion, and organizational culture.

- a. Starting on September 1, 2020, HSA-HR monthly DEIB meetings. On February 3, 2021, a new Racial Equity Action Plan was established and starting on March 3, 2021, DEIB weekly meetings commenced.
- b. HSA's Innovation Team was charged with strategizing how to involve different HR units in the meetings to focus on recruitment and hiring. I was part of the meetings that involved the Exams and Operations units together. For the most part, Exams unit was looked at more closely than Operations unit. Exams is the candidate's first encounter with HR.
- c. June 14, 2021 was the last HSA-HR DEIB meeting. It is my interpretation that the DEIB team's focus was to make getting a job at HSA easier for all candidates. I'm not privy to the planning and other conversations regarding this goal. However, from what I gathered from the meetings, it was mentioned that HR should advertise job openings in a broader scope than what was done in the past.
- d. It was during the DEIB meetings that I first heard the term "BIPOC", which I later found out stands for Black, Indigenous, and people of color. I'm assuming that I am part of the "...people of color" portion in BIPOC. Unfortunately, I feel that being on the tail end of that acronym also describes my standing in the category of preference or my ability to qualify to compete and be interviewed.

Based on the foregoing, I allege that I was discriminated against based on my race, Filipino; and age, 50 ([REDACTED]); prior to my follow up email regarding my application on Thursday July 15, 2021. It was on July 15, 2021, that I became aware that I was not selected to compete for the position of 1241 Personnel Analyst and that a selection was already made; despite my superior qualification, experience, and job knowledge in comparison to the successful candidate who is [REDACTED]
[REDACTED]

DECLARATION

I, the undersigned, declare under penalty of perjury that the statements made in the above affidavit are true and correct to the best of my knowledge, information, and belief.

(sign) Rhodora Sangalang

....

July 20, 2021

Date

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

From: Sangalang, Rhodora (HSA) (rhodora.sangalang@sfgov.org)

To: [REDACTED]

Date: Tuesday, July 20, 2021, 03:23 PM PDT

Best Regards & Stay Safe

Rhodora Sangalang

(she/her/hers)

Human Resources

Operations

C: (415) 361-8808

1650 Mission St., 4th Floor San Francisco 94103

www.SFHSA.org



SAN FRANCISCO
HUMAN SERVICES AGENCY

f [social media icons] in

From: Sangalang, Rhodora (HSA)

Sent: Monday, July 19, 2021 10:56 AM

To: Palma, Mirna (HSA) <mirna.palma@sfgov.org>

Cc: Williams, Katrina (HSA) <katrina.williams@sfgov.org>; Tu, David (HSA) <david.tu@sfgov.org>;
Yeung, Ivy (HSA) <ivy.yeung@sfgov.org>

Subject: FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Dear Mirna,

I hope this message finds you well.

I'm writing to bring my plea to the next level as I have not heard back regarding a final decision. I do not want to miss yet another opportunity to grow within HSA-HR. Upon applying to the above position, I supplemented my online application and resume with my most current transcript to show that I possess the required number of college credits. I do not currently have my diploma, I'll be finished with the last required course on August 9, 2021.

No, I did not include written substantiation that I qualify under the 1 year professional HR experience, because that documentation is in my OEPPF. (Please see attached)

Mirna, I transferred from SFUSD and was hired in 2015 because of my experience and knowledge. At that time, to qualify to be a 1241 Personnel Analyst was 3-years of experience as a 1204 Sr. Personnel Clerk. Somehow by the time I reached my 3 years, qualifications were revised to what it is today. I was denied several opportunities to compete for professional level job classes because of my lack of a degree regardless of the decades of professional experience I have under my belt by the HSA-exams unit.

In January 2019, I decided to invest in myself and finally obtain my bachelor's degree so there is no question of my qualifications. However, it seems to me that because I am in the HR unit as a 1204, that to the staff that are evaluating qualifications, my current job class doesn't follow the natural progression of the job classes I'm vying for.

In addition, with all of the effort being placed in Diversity, Equity, Inclusion, and Belonging, I want to express that I don't feel those virtues being extended to me.

I'd really appreciate a final decision to my plea, for closure and I don't want to be left high and dry and find out I've missed out... Again.

Thank you for your time.

Best Regards & Stay Safe

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Rhodora Sangalang

(she/her/hers)

Human Resources

Operations

C: (415) 361-8808

1650 Mission St., 4th Floor San Francisco 94103

www.SFHSA.org



SAN FRANCISCO
HUMAN SERVICES AGENCY

f   in

From: Lorio, Dorys (HSA) <dorys.lorio@sfgov.org>

Sent: Friday, July 16, 2021 12:49 PM

To: Sangalang, Rhodora (HSA) <rhodora.sangalang@sfgov.org>

Cc: Yeung, Ivy (HSA) <ivy.yeung@sfgov.org>

Subject: RE: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Good afternoon Rhodora:

Thank you for your email regarding recruitment TEX-1241-101699. Your application was received.

Below are the minimum qualifications for Class 1241:

1. Education:

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

AND

00034

2. *Experience:*

One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

Substitution:

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

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

You application indicates you do not possess a baccalaureate degree from an accredited college or university; however, you completed 122 semester units. You meet the education requirement under the substitution language (see MQ above).

In addition, you are required to possess at least 1 year of professional human resources experience (see MQ above). Applying the education substitution, your application needs to show two (2) years of experience as described above.

Jobs #3 through #10 on your application are not within the field of Human Resources. As such, they are not qualifying experience.

Jobs #1 and #2 indicate you work as a 1204 Senior Personnel Clerk. Experience in class 1204 is not qualifying as professional experience.

Your application is unable to move forward in the hiring process.

Thank you,

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Dorys Lorio (she/her/hers)

Human Resources Analyst

Human Resources: Examinations and Classification

O: (415) 557-5733

C: (415) 748-9538

Office Address:

1650 Mission Street,

2nd Floor, San Francisco, CA 94103

www.SFHSA.org



SAN FRANCISCO
HUMAN SERVICES AGENCY



From: Sangalang, Rhodora (HSA) <rhodora.sangalang@sfgov.org>

Sent: Thursday, July 15, 2021 10:43 AM

To: Lorio, Dorys (HSA) <dorys.lorio@sfgov.org>; Tu, David (HSA) <david.tu@sfgov.org>

Subject: FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Good morning,

I'm following up on my application for the 1241.

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

I realize that since this is a TEX position, applicants won't get any notices regarding the status of their application. In case my application was overlooked, I want to point out that I do meet the qualifications for this position. I have earned more than 120 units and will attain my bachelor's degree on 08/09/2021.

I attached my unofficial transcript to my application. Let me know if you need another copy.

I look forward to hearing from you.

Thank you.

Best Regards & Stay Safe

Rhodora Sangalang

(she/her/hers)

Human Resources

Operations

C: (415) 361-8808

1650 Mission St., 4th Floor San Francisco 94103

www.SFHSA.org



SAN FRANCISCO
HUMAN SERVICES AGENCY

f [Facebook icon] [Twitter icon] in

From: HSAExams, (HSA) (DSS) <hsaexams@sfgov.org>

Sent: Wednesday, June 16, 2021 9:26 AM

To: HSA-Everyone <hsa.everyone@SFGOV1.onmicrosoft.com>

Subject: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

00037

7/20/2021

Yahoo Mail - FW: HSA Job Opportunity - 1241 Human Resources Analyst / Recruitment #TEX-1241-101699

Good Morning,

The following announcement with the Human Services Agency is open for filing:

1241 Human Resources Analyst – HSA

For details, visit the following link: <https://www.jobapscloud.com/SF/sup/bulpreview.asp?R1=TEX&R2=1241&R3=101699>

Deadline to File: Tuesday, June 29, 2021 at 5:00pm.

Exams Unit

www.SFHSA.org



SAN FRANCISCO
HUMAN SERVICES AGENCY



CCSF-HSA - All outbound HSA email is automatically scanned for PII and PHI by Zix Email Encryption



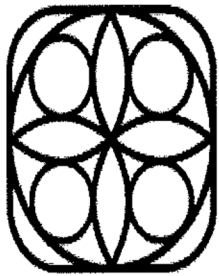
1241 Qualifying docs.pdf
156.6kB

1241 Human Resources Analyst - HSA

Recruitment #TEX-1241-101699

SPECIALTY	Human Resources Operations Unit
DEPARTMENT	Human Services Agency
ANALYST	Dorys Lorio
DATE OPENED	6/16/2021 08:00:00 AM
FILING DEADLINE	6/30/2021 5:00:00 PM
SALARY	\$37.56 - \$55.29/hour; \$6,511.00 - \$9,583.00/month; \$78,130.00 - \$114,998.00/year
JOB TYPE	Temporary Exempt
EMPLOYMENT TYPE	Full-Time

INTRODUCTION



SAN FRANCISCO HUMAN SERVICES AGENCY

Appointment Type

This is a Temporary-Exempt (TEX) Category 18 Appointment and is limited to three (3) years in six (6) month increments. Temporary Exempt Appointments from Civil Service rules pursuant to San Francisco Charter Section 10.104-17 serves for a limited term, at the discretion of the Appointing Officer. Per CSC Rule 114, Article VIII, Sec. 114.44: "Any person occupying a position under exempt appointment shall not be subject to civil service selection, appointment, and removal procedures and shall serve at the pleasure of the appointing officer."

Who We Are

San Francisco's Human Services Agency (HSA) is a centralized resource which delivers public assistance, child welfare, and aging and adult services to the citizens of San Francisco. Its mission is to promote well-being and self-sufficiency among individuals, families, and communities in San Francisco. HSA was formed in 2004 with the merger of

two previously existing City departments - the Department of Human Services (DHS) and the Department of Disability and Aging Services (DAS). The office of Early Childhood Education (OECE) joined the Agency in 2014.

What We Do

We provide a safety net for individuals and families by offering income support, community-based living supports, and assistance getting food, housing, and health coverage. We offer programs and services that ensure the protection and safety of children, the elderly, and dependent adults. We help people secure employment through training, job search, and childcare assistance.

Position Description

Under direction, the Human Resources Analyst performs a full range of journey-level departmental human resources duties including but not limited to: performing selection and on-boarding activities; providing consultation and support for departmental managers and supervisors on human resources-related issues; and interacting with employees, job seekers, and other City and County of San Francisco operating departments.

Essential duties include, but are not limited to:

1. Provides advice, consultation, and information to departmental managers, supervisors, employees, the Department of Human Resources (DHR), and other jurisdictions regarding Position Management as it relates to organizational structures, budgetary issues and related personnel policies and procedure issues.
2. Coordinates post-referral selection processes and exempt recruitments with hiring managers by planning selection methodology and facilitating interviews.
3. Prepares staffing requests, employment verifications, appointment processing documents, and is responsible for administrative activities associated with resolution of referrals to ensure a smooth and transparent hiring process, and compliance with all federal, state, and local legislative requirements.
4. Analyzes requests for human resources related information and procedures, and provides timely and correct information and referrals.
5. Interprets and applies relevant contract provisions, including compensation, seniority and/or probationary status provisions, advises departmental representatives, employees, and job seekers of appropriate status.

6. Advises departments, employees, and the general public regarding Civil Service Commission (CSC) rules, relevant charter provisions, HSA policies and administrative regulations, administrative codes, and relevant federal and state guidelines relating to all aspects of selection and employment including the Americans with Disabilities Act (ADA), Federal Guidelines on Employee Selection, the Family Medical Leave Act (FMLA), and Collective Bargaining Agreements.

7. Generates ad hoc reports and statistics for presentations and upper management analysis using Microsoft Excel.

MINIMUM QUALIFICATIONS

1. Education: Possession of a baccalaureate degree from an accredited college or university;

AND

2. Experience: One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

Substitution:

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

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

Desirable Qualifications:

The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring:

- Experience in MS Word and Excel, including the use of pivot tables, lookup functions and other formulas, visual basic, and mail merge
- Experience working with raw data, performing data cleanup and analysis, and preparing reports

Verification:

Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <https://sfdhr.org/how-verify-education-requirements>

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.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

HOW TO APPLY

Applications for City and County of San Francisco jobs are being accepted through an online process. Visit www.jobaps.com/sf to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement (**TEX-1241-101699**)
- Select "Apply" and read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Applicants may be contacted by email about this announcement 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, @sfdpw.org, @sfport.com, @flysf.org, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.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.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Doris Lorio, by telephone at 415-557-5733, or by email at Doris Lorio.

SELECTION PLAN

- Screening of Applications

SELECTION PROCEDURES

Screening of Applications: The department may implement screening mechanisms in order to determine applicants' qualifications for this position. Applicants meeting the minimum qualifications are not guaranteed advancement through all steps in the selection process. Only applicants most closely meeting the needs of the department will be invited to continue in the selection process.

CONVICTION HISTORY

As a selected candidate for a job, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) conflicts with the specific duties and responsibilities of the job for which you are a selected candidate. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances, such as:

- Candidates for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.
- Candidates for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

Having a conviction history does not automatically preclude you from a job with the City.

If you are a selected candidate, the hiring department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CONCLUSION

Terms of Announcement:

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. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at www.jobaps.com/sf.

General Information concerning City and County of San Francisco Employment Policies and Procedures:
Important Employment Information for the City and County of San Francisco can be obtained at <http://sfdhr.org/information-about-hiring-process> or hard copy at 1 South Van Ness Avenue, 4th Floor.

Copies of Application Documents:

Applicants should keep copies of all documents submitted, as these will not be returned.

Right to Work:

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

Requests:

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable **ADA Accommodation** at:

<http://sfdhr.org/information-about-hiring-process#applicantswithdisabilities>

Clerical Errors:

May be corrected by the posting of the correction on the Department of Human Resources website at: <http://www.sfdhr.org/index.aspx?page=20#announcementsdefinitions>

Note on Personal Protective Equipment (PPE):

Some positions in the Human Services Agency will require the use of personal protective equipment (PPE), including but not limited to gloves, gowns, eye and face protection, and face-fitting respirators. The requirement for the use of PPE may come on short or no notice. Facial hair or any condition that interferes with a face-fitting respirator's seal (i.e. comes between the sealing surfaces of the respirator and the wearer's bare skin) is not permitted when face-fitting respirators are worn, including during initial or periodic respirator fit-testing. Employees who choose not to shave and do not have either American Disabilities Act (ADA) or Equal Employment Opportunity (EEO) Accommodations do not have the right to alternate work assignments or the option of using a loose-fitting Powered Air Purifying Respirator (PAPR) in place of a face-fitting respirator.

The Human Services Agency of the City and County of San Francisco shares a commitment to a diverse, inclusive, and equitable community. Each member of our organization is responsible and accountable for promoting success, being compassionate, and ensuring that everyone has a voice to make San Francisco an inclusive and equitable place to live and work by employing fair and just practices to and for all.

Issued: June 15, 2021

Carol Isen

Human Resources Director

Department of Human Resources


Recruitment ID Number: TEX-1241-101699


HSA / DL / 415-557-5733

BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please [click here](#).

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[Back to Top](#)

7/20/2021

Announcement: 1241 Human Resources Analyst - HSA - City and County of San Francisco

**City and County of San Francisco
Employment Application**

An Equal Opportunity/Affirmative Action Employer

**DO NOT MAIL YOUR PRINTED APPLICATION.
ONLY MAIL ADDITIONAL CERTIFICATIONS/LICENSES OR OTHER MATERIALS REQUIRED**

Job Title: 1241 Human Resources Analyst - HSA

Job Number: TEX-1241-101699

EasyID: EDO-31-6623

Personal Information

Legal First Name RHODORA

Legal Last Name SANGALANG

Legal Middle E

Mailing Address [REDACTED]

City [REDACTED]

State [REDACTED]

Zip Code [REDACTED]

Country USA

Email Address [REDACTED]

Home Phone [REDACTED]

OK to leave msg? ☒ Yes ☐ No

Work Phone (415) 361-8808

OK to leave msg? ☒ Yes ☐ No

Cell Phone (415) 774-6302

OK to leave msg? ☒ Yes ☐ No

Other Names I Have Used Rhodora Edora

Chosen First Name

**Applicants will be required to provide necessary documentation to verify proof of legal residence
entitling them to work in the United States before an appointment is made.**

Current and Previous Employment with City and County of San Francisco

Are you currently an active City and ☒ Yes ☐ No
County of San Francisco employee? *If yes, you are required to complete the following:*

OR Are you currently active on a
hold-over list?

Employee ID#/DSW#

Class Number 1204

Class Title Sr. Personnel Clerk

Department Name Human Services Agency

Employment Status ☒ Permanent Civil Service

Are you a previous employee that no ☐ Yes ☒ No
longer works for the City and County
of San Francisco?

Employee ID#/DSW#

Class Number

Department Name

Date of Separation

**List the name, department and familial relationship of family members
currently employed by the City and County of San Francisco**

Do you have a family member ☐ Yes ☒ No
currently employed by the City and
County of San Francisco?

Names

Relation

Department

Additional Information

Do you speak, read and/or write the
following
Please indicate your level of skill, if any,
for each language.

Are you a United States Veteran ☐ Yes ☒ No

Do you claim veterans' preference ☐ Yes ☒ No

as an entrance applicant? *If yes, I agree to complete a Veteran's Preference application form and
provide verification of eligibility.*

Acknowledgement

As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

I understand that the City and ☒ Yes
County of San Francisco will use my
conviction (or arrest, in limited
circumstances) history in
considering my candidacy for a
position

Driver's License

Do You Have a Valid Driver's ☒ Yes ☐ No
License?

Issuing State

Number

Expiration Date

Class

Basic Education

I have graduated from High School ☒ Yes ☐ No

I have not graduated from High ☐ Yes ☒ No
School but do have a G.E.D.
certificate

I have a High School Proficiency ☐ Yes ☒ No
certificate

Higher Education

College, Graduate, Professional, Business, and/or Trade School(s) Attended

Name of School	City & State	Major/Minor	Units	Type of Degree	Degree Completed
UNIVERSITY OF PHOENIX	SF, CA	BS BUSINESS MGMT	122 Sem	4 Year	In Progress
SOLANO COMMUNITY COLLEGE	FAIRFIELD, CA	GEN ED	2.5 Qtr	Other	No
SKYLINE COMMUNITY COLLEGE	SAN BRUNO, CA	GEN ED	3 Qtr	Other	No

Professional Licenses, Certifications, or Registrations

I have the following special training, certificates, licenses, etc. applicable for this job.

Type	Issuing Agency	Number	Date Issued	Date Expires
Employment Record				
Beginning with your current or most recent position, state your employment history. A RESUME DOES NOT SUBSTITUTE for this section of the application. This section MUST BE COMPLETED .				
Job #1				
Job 1				
From (Mo/Yr)		To (Mo/Yr)		
10/26/2015		Present		
Job Title			Hours Per Week	
Senior Personnel Clerk			40	
Employer's Name and Address		Employer's Phone		Contact This Employer
CCSF Human Services Agency 1650 Mission Street, 2nd FL San Francisco, CA 94103		415-557-5577		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving				
NA				
Duties				
Same as below, including: • Performed full cycle hiring and separating Public Service Trainee (PST) employees • Performed team lead duties • Presented HR's role and provide instructions on how to complete hiring forms during PST employment processing meetings to groups of 15a+ candidates • Fingerprinted candidates to perform background checks and obtain conviction history • Issued/requested/resolved referrals from Department of Human Resources • Posted reassignments on the intranet using RedDot • Coordinated reassignment process: determined candidate seniority, provided selection templates to programs, and negotiated start dates with releasing/receiving programs • Performed full cycle hiring and separating Classified employees • Communicated with central Human Resources Departments on any necessary revisions to employees' official records				

Job #2**Job 2****From (Mo/Yr)****To (Mo/Yr)**

03/31/2014

10/26/2015

Job Title**Hours Per Week**

Senior Personnel Clerk

40

Employer's Name and Address**Employer's Phone****Contact This Employer**

San Francisco Unified School District
 555 Franklin St.
 San Francisco, CA 94102

415/241-6101

☒ Yes
☐ No
Reason for Leaving

Transfer

Duties

1. Processed personnel transactions by gathering information for new hires, separations, reassignments, referrals, and other personnel matters; and by filling out forms and distributing copies to appropriate departments and individuals to ensure that all personnel actions are initiated, and that correct records are posted and maintained. 2. Processed personnel requisitions and modifications by filling out forms and/or entering information into the system either manually and/or electronically to ensure that requests were submitted by the department to fill vacant positions; and located budget information for requisitions and position control. 3. Compiled and analyzed data for reports concerning employee status, probationary periods, payroll activities, referrals, position control, performance appraisal; issued and tracked notifications to candidates for response; and verified and corrected information to ensure accuracy of reports. 4. Created and updated personnel files, manually and/or electronically, regarding appointment data, verification of employment, files, probationary period, retirements, and other relevant information to ensure that accurate information was kept in employee file. 5. Responded to telephone and personnel inquiries from city employees, applicants, and other interested individuals concerning various personnel related matters, such as payroll, employee benefits, leaves of absence, etc. 6. Processed and scheduled appointments for medicals, fingerprinting, employment verification, and background check to ensure that employee's records were completed and updated. 7. Performed related duties and responsibilities as assigned and identified problems and provided possible solutions.

Job #3		
Job 3		
From (Mo/Yr)	To (Mo/Yr)	
11/23/2013	03/25/2014	
Job Title	Hours Per Week	
Expediter	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
US Legal Support Services 44 Montgomery San Francisco, CA		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Better opportunity		
Duties		
Customer Service: contacted custodians of records via telephone, email, fax for various establishments to obtain requested records. Followed HIPAA requirements. Routed field agents' work orders and verified addresses, contacts, types of records to obtain and amount of records to copy/pick up		

Job #4		
Job 4		
From (Mo/Yr)	To (Mo/Yr)	
12/01/2004	11/07/2012	
Job Title	Hours Per Week	
STAFF INFO. SYSTEMS ANALY. SUP	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
STATE COMPENSATION INSURANCE FUND 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Company relocated to Vacaville, CA		
Duties		
<p>STATE COMPENSATION INSURANCE FUND, San Francisco, CA Staff Information Systems Analyst (Supervisor) – Marketing Systems Unit (12/04-11/07/2012) •Supervised a staff of 9 employees •Acted as a liaison between State Fund and Dun & Bradstreet •Developed a rapport with trade associations & administered/coordinated the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis •Supervised Business Intelligence Team within the Data Management Unit • Ensured data integrity, built, gathered, & stored information •Designed, developed, & created templates for industry reporting •Performed helpdesk duties for application (Business Objects) end users</p>		

Job #5

Job 5

From (Mo/Yr)

To (Mo/Yr)

09/01/2003

12/01/2004

Job Title

Hours Per Week

WORKERS COMP INS SUP

40

Employer's Name and Address

Employer's Phone

Contact This Employer

SCIF

415-703-7801

☒ Yes

1275 MARKET ST.

☐ No

SAN FRANCISCO, CA 94103

Reason for Leaving

Promotion

Duties

Workers Comp. Insurance Supervisor II/Marketing Department – Marketing Systems Unit (09/03-12/04)
 Supervised unit that provided 1) support in development of new State Fund systems and/or supported enhancement of existing systems, 2) supported and provided department resources for Analyst Service Requests (ASRs), and other corporate projects as needed, 3) supported system hardware and software troubleshooting with SCIF Network, Commission Systems, PC/laptop and Macintosh related problems that arose •Supervised a staff of 9 employees •Acted as a liaison between State Fund and Dun & Bradstreet •Negotiated renewal of contract with Dun & Bradstreet •Developed a rapport with trade associations & administered/coordinated the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations (CA Restaurant Association, CA Farm Bureau, CA Builders Exchange, Western Insurance Agency) •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis

Job #6		
Job 6		
From (Mo/Yr)	To (Mo/Yr)	
12/01/2000	09/01/2003	
Job Title	Hours Per Week	
WEB DEVELOPER	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Associate Information Systems Analyst (Specialist)/Marketing Department – Web Development Unit (12/00-09/03) Developed, administered and maintained website for internal and external customers. Coordinated and maintained strong working relationship with content providers which included SCIF personnel, clients, vendors. Met with clients to determine look and feel of desired web page to correlate with corporate branding. •Acted as a liaison between State Fund and Dun & Bradstreet •Developed a rapport with trade associations & administered the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis</p>		

Job #7		
Job 7		
From (Mo/Yr)	To (Mo/Yr)	
12/01/1998	12/01/2000	
Job Title	Hours Per Week	
WORKERS COMP INS REP	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Workers Compensation Insurance Representative /Marketing Department – Marketing Systems Unit (12/98-12/00) Gathered, analyzed, and provided reports on State Fund and industry results •Developed databases and applications to support new and existing products •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Provided analysis of existing and development of complex systems and act as resource on systems development projects •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis</p>		

Job #8		
Job 8		
From (Mo/Yr)	To (Mo/Yr)	
09/01/1997	12/01/1998	
Job Title	Hours Per Week	
WORKERS COMP INS. TECHNICIAN	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Workers Comp. Insurance Technician/Marketing Department – Marketing Systems Unit (09/97-12/98) Assisted Workers Compensation Insurance Representatives (Marketing Analysts) in gathering and verifying data from the mainframe. Maintained database with Group Program data to ensure accurate calculation of Administrative Fees. Created SCIF's very first database of employees used for yearly Employee Appreciation event. Used MS Access to inventory and create bid sheets for items sold during silent auctions for fundraising events (Yearly gold tournament event to benefit Northern California Special Olympics)</p>		
Job #9		
Job 9		
From (Mo/Yr)	To (Mo/Yr)	
05/01/1992	09/01/1997	
Job Title	Hours Per Week	
WORD PROCESSING TECH.	40	
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Word Processing Technician/Human Resources Department – HR Administration Unit (05/92-09/97) Administration of front office which included acting as receptionist for all units within HR department and as the department's Program Manager's secretary. Worked with HR consultants to processing Adverse Actions, processed weekly job postings to all State Fund offices (from Eureka to San Diego-17 district offices total). Distributed mail. Developed more streamlined and effective procedures to conduct day-to-day front office tasks. •Provided clerical support to HR Management, Transactions & Benefits Specialists, Labor Relations •Supported the HR Supervisor in revamping HR Roster, developed position numbers & created the Timekeeper's Manual for State Fund</p>		

Job #10		
Job 10		
From (Mo/Yr)	To (Mo/Yr)	
02/28/1990	05/01/1992	
Job Title		Hours Per Week
OFFICE ASSISTANT		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
Office Assistant/Human Resources Department – HR Transactions Unit (09/90-05/92) Supported Transaction Specialist in accurately and timely processing SCIF personnel's paychecks, absences, filed personnel documents, processed subpoenaed files, fielded telephone calls/took messages, processed and distributed mail to Transactions Specialists. Provided clerical support to HR Management, Transactions & Benefits Specialists, Labor Relations. Supported the HR Supervisor in revamping HR Roster & the Timekeeper's Manual for State Fund		
<p>CERTIFICATION OF APPLICANT (read carefully): I hereby certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false, incomplete, or incorrect statement, regardless of when it is discovered, may result in my disqualification or dismissal from employment with the City and County of San Francisco. I hereby authorize all my employers and schools (unless otherwise noted) to release any and all information concerning me, including information of a confidential or privileged nature. I hereby release any and all employers from any liability or damage which may result from furnishing the information requested.</p>		
<p><input checked="" type="checkbox"/> By checking this signature box, I certify agreement with the terms given above for Applicant Release of Employment Information.</p>		
Signature	Date	
	Wednesday, June 16, 2021, 9:43:57 AM	

Resume

SUMMARY:

Strong business background developed from various positions in multiple departments such as Human Resources (HR), Marketing, and Information Technology (IT). Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly absorb new concepts. Highly motivated self-starter who takes initiative with minimal supervision. Confident, hard-working employee who is committed to achieving excellence. Conscientious go-getter who is highly organized, dedicated, and professional. Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas. Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.

PROFESSIONAL EXPERIENCE:

HUMAN SERVICES AGENCY, San Francisco, CA 2015-Present

SAN FRANCISCO UNIFIED SCHOOL DISTRICT, San Francisco, CA 2014-2015

Sr. Personnel Clerk

- Performed full cycle hiring and separating Public Service Trainee (PST) & other Classified employees
- Performed team lead duties
- Presented HR's role and instructed them on how to complete hiring forms in PST employment to groups of 10+ candidates
- Fingerprinted candidates to perform background checks & obtain conviction history
- Issued/requested/resolved referrals from Department of Human Resources
- Coordinated reassignment process: posted opportunities on the intranet using RedDot, determined candidate seniority, supported programs, and negotiated start dates with releasing/receiving program
- Collaborated with central Human Resources/Controller's offices on any necessary revisions to employees' official records
- Performed difficult, responsible and specialized duties, compiled & analyzed data for reports concerning employees
- Worked directly with the public, departments and employees
- Processed personnel requisitions and modifications either manually and/or electronically;
- Interviewed candidates, communicated with hiring managers regarding program/unit needs and figuring out the right "fit"

U.S. LEGAL SUPPORT, INC., San Francisco, CA 2013-2014

Expediter

- Ensured that subpoenaed records were retrieved in a timely manner by confirming all necessary information was relayed to field employees.

STATE COMPENSATION INSURANCE FUND, San Francisco & Vacaville, CA 1990-2012

Information Technology Department (2006-2012)

Staff Information Systems Analyst, Supervisor

- Supervised Business Intelligence Team within the Data Management Unit
- Ensured data integrity, built, gathered, & stored information
- Designed, developed, & created templates for industry reporting
- Performed helpdesk duties for application (Business Objects) end users

Corporate Marketing Department (1997-2006)

Staff Information Systems Analyst, Supervisor

- Supervised a staff of 9 employees & maintained consistent working relationships & encouraged

cohesiveness with internal & external customers

- Trained, evaluated, disciplined, & promoted advancement through training & project opportunities to staff
- Acted as a relationship manager between State Fund and Dun & Bradstreet & kept contract cost at around \$3M by bundling services and negotiating multi-year contracts
- Analyzed existing/development of complex enterprise systems
- Acted as subject matter expert on systems development projects
- Extracted data, analyzed, & provided routine and ad-hoc reports on State Fund & industry results
- Identified trends in the premium development of selected portfolios
- Developed good rapport with over 200 California Trade Associations such as CA Restaurant Association, CA Farm Bureau, etc. in order to effectively coordinate and negotiate contract agreements
- Designed, developed, tested, & released new systems packages to present premium analysis, custom websites for Trade Associations, in collaboration with management, and other stakeholders-- the StateFundCa.com web-based self-registration application came into existence
- Gained knowledge of Microsoft Office Suite, Business Objects, & other applications used for reporting and presentations purposes
- Awarded top 5% performer as a systems analyst/supervisor for 2 consecutive years resulting from representing the Marketing department at major enterprise projects

Human Resources Department (1990- 1997)

Word Processing Technician/Office Assistant

- Provided administrative support to HR Management, Operations, Benefits Specialists, Labor Relations
- Proctored exams to generate eligibility lists for various classifications
- Revamped HR Roster & the Timekeeper's Manual for State Fund

EDUCATION:

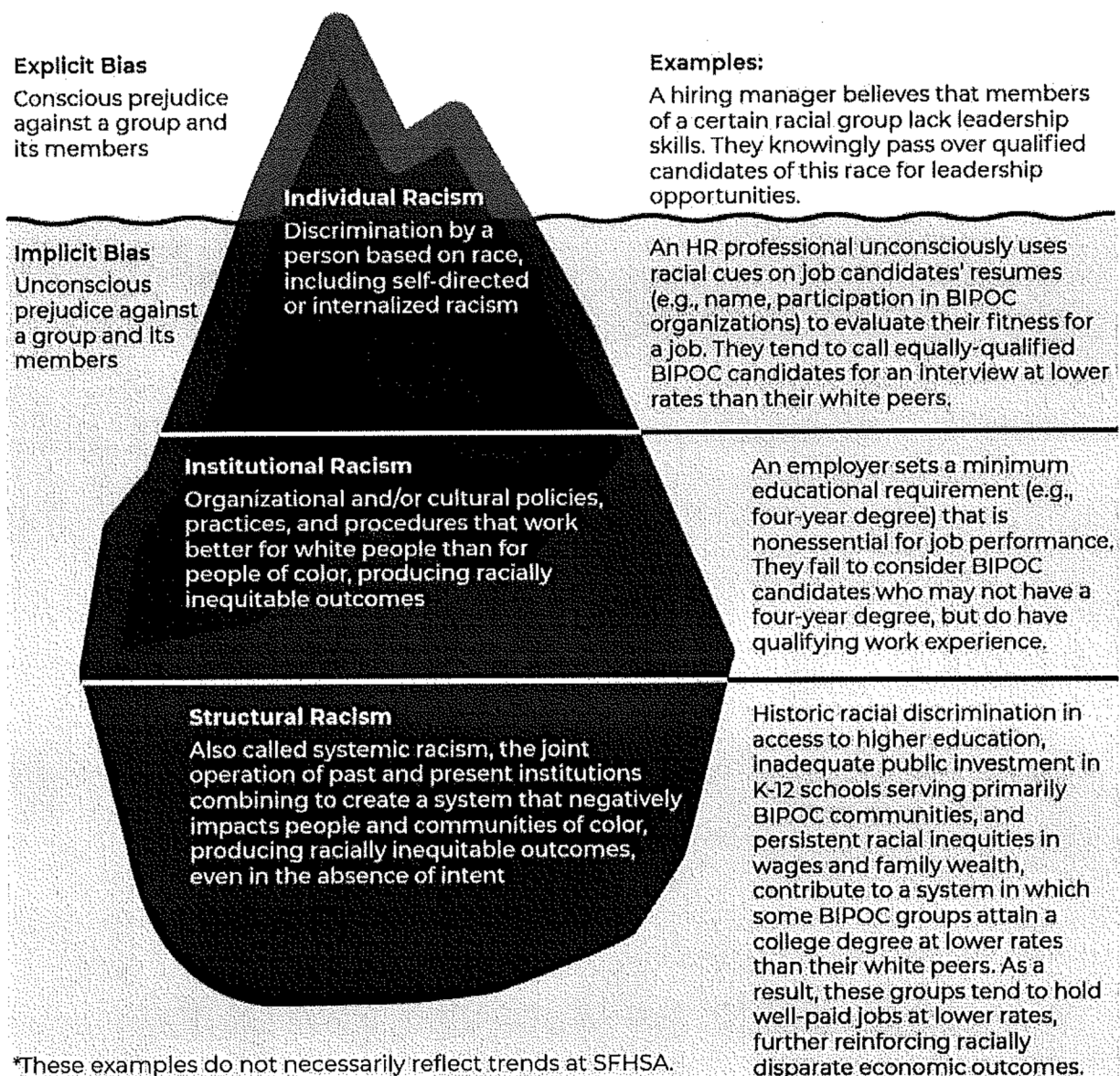
Bachelor of Science, Business Management

University of Phoenix, San Francisco, CA – In progress

SPOTLIGHT: UNDERSTANDING BIAS, RACISM, AND RACIAL INEQUITY

Issues of race, racial inequity, and racism are complex, and often fraught. Because our Agency's diverse stakeholders bring a wide variety of perspectives, lived experiences, and professional expertise to our ongoing conversations about race and racial equity, **it is important that we establish shared understanding to better facilitate these conversations at SFHSA.** The graphic below provides a high-level overview of the foundational concepts of bias and racism to support informed discussion among our many stakeholders about racial inequity and the steps our Agency must take to achieve equitable outcomes. It defines key terms and offers examples to show how these sometimes abstract ideas may appear in the real world.

As the iceberg analogy demonstrates, bias and racism often work below the surface, in ways that are not always obvious to us. However, **we can become more alert to the invisible ways in which bias and racism can operate, and design our policies and practices to avoid these pitfalls by using a racial equity lens** — as the actions in this Plan support us to do.





City and County of San Francisco

ACTING ASSIGNMENT PAY REQUEST FORM

I. EMPLOYEE INFORMATION

Name of Employee Assigned: Rhodora Sangalang				Salary (for period of assignment)		(Rate Change & eff. Date)	
Employee ID Number : [REDACTED]		Employee Organization: SEIU 1021 Mlec.		[REDACTED]			
Current Job Code/Title: 1204 senior personnel clerk							
Current Funding Job Code: 1204	Pos. No. 01040800	Dept: HSA	Program: CAO	Sub Fund: 1G-AGF-AAA	Project:	Grant	Other

II. ASSIGNMENT INFORMATION (Position to which employee will be assigned)

IS THIS AN EXTENSION? No		Explain:		Date Extension Begins		Date Extension Ends	
Job Code/Title of Temporary Assignment: Out of class pay 1241 HR Analyst		Date Assignment Begins: 10/23/17		Adjusted Salary [REDACTED]		(Rate Change & eff. Date)	
Vice Name: Employee No.:		Date Assignment Ends: 10/23/18 3/30/18		[REDACTED]			
Reason for Assignment:		Eff. Date Acting Pay: 10/23/17					
Description of Duties: (DO NOT ATTACH JOB CLASS SPECIFICATION)							
Perform full range of duties of the 1241 Human Resources Analyst classification by: Reviewing and submitting requests to fill positions, including the review of special conditions requests, exempt position requests, and temporary exchange requests. Coordinating the reassignment process including drafting reassignment postings, reviewing responses, researching seniority dates, resolving special condition concerns, submitting selection templates to hiring managers, and assigning selections from hiring managers for appointment processing. Coordinating referral process by issuing or requesting referrals, sending notices of inquiry, collecting responses, providing eligible candidates to hiring managers, and assigning selections for processing. Assisting hiring managers with the post-referral selection process by reviewing interview questions, filter criteria, panel composition, and rating guidelines. Prepare letters, reports, and other written memoranda.							
FUNDING IDENTIFICATION <input checked="" type="checkbox"/> Budgeted <input type="checkbox"/> Non-Budgeted*		Dept HSA	Program CAO	Sub Fund 1G-AGF-AAA	Project	Grant	Other
*Explain:							

III. APPROVALS

Certifies Assignment meets conditions of applicable MOU provisions and validates description of duties statement. Signature of Appointing Officer or Designee Title: HR Manager Date: 10/23/17		Certification of availability of funds Controller's Budget Office - Fund Accountant Approval Signature Title Date	
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DEPARTMENT: Retain copy of this form. It may be submitted to support claims of qualifying experience for DHR examinations.

Sangalang, Rhodora (HSA)

From: Saucedo, Leo (HSA) (DSS)
Sent: Monday, July 03, 2017 11:51 AM
To: Lytle, Amber (HRD)
Cc: Tu, David (HSA) (DSS)
Subject: Employee 1241 application

Per my voicemail message regarding Rhodora Sangalang. Rhodora has performed duties in our HR Operations Unit that are at a higher level than her 1204 class, including Assisting in overseeing other 1204s, issuing Referrals, communications with Program Managers, Directors and other program staff. Reviewing and interpreting Civil Service Rules, MOUs that pertain to the Hiring Process. Coordinating the onboarding and separation process. Coordinating the Reassignments Process for the Agency. Working with other professional staff to secure verification of education and employment of applicants. All these activities were at a higher level more similar to 1241 duties.

All of these duties were performed when she was designated as the lead worker of the HR Operations Unit from October 26, 2015 to January 9, 2017. We now have two 1241s that have taken on those duties.

Please let me know if you need additional information. Please consider this my formal verification of the information provided above.

We can provide additional information on Wednesday when I am back in the office,

Thank you for your consideration.

Sent with Good (www.good.com)



SFUSD SAN FRANCISCO
PUBLIC SCHOOLS

June 30, 2017

To whom it may concern,

This letter is to confirm that Rhodora Sangalang was employed by SFUSD as a 1204 Senior Personnel Clerk for the Classified Staffing unit from March 31, 2014 to October 26, 2015. During her tenure, she performed various professional-level HR duties, particularly due to ongoing staffing transitions on the team.

Ms. Sangalang coordinated full cycle hiring for student interns and custodians district-wide. She organized these high-volume, seasonal recruitment activities along with the program specialists. She also assisted with the administration of examinations.

Ms. Sangalang also coordinated the reports and correspondence needed for the processing of longevity pay, performance evaluations, and resignation and retirement events for USD employees.

Since our unit was short-staffed, Ms. Sangalang assisted with posting job announcements on both EdJoin and JobAps. She also interfaced with applicants, coordinated interviews, processed updates Action Taken Codes, and sent memos using JobAps .

Should you have any questions or need any additional information, please contact me via email at

[REDACTED]

Sincerely,

Swen M. Ervin
Senior Human Capital Analyst
San Francisco Unified School District
ervins1@sfusd.edu | 415-241-6101 x 1233



CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

2020

Performance Plan and Appraisal Report

I. EMPLOYEE IDENTIFICATION INFORMATION

1. LAST NAME, FIRST NAME, MIDDLE INITIAL Sangalang, Rhodora	2. JOB CODE NUMBER AND TITLE 1204 Senior Personnel Clerk	3. STATUS <input checked="" type="checkbox"/> Permanent (PCS) <input type="checkbox"/> Provisional (TPV) <input type="checkbox"/> Permanent Exempt (PEX) <input type="checkbox"/> Temporary Exempt (TEX) <input type="checkbox"/> Temporary Civil Service (TCS) <input type="checkbox"/> Limited Tenure (Restricted Use) (TLT) <input type="checkbox"/> Non Civil Service (Restricted Use) (NCS)
4. WORK LOCATION & DIVISION Human Resources 1650 Mission Street San Francisco, CA 94103	5. DEPARTMENT Human Services Agency	6. REASON FOR REPORT <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Dept. Review Period <input type="checkbox"/> Probationary <input type="checkbox"/> Unscheduled
	7. REVIEW PERIOD July 1, 2019 – June 30, 2020	8. PROBATION START AND END DATE

II. PERFORMANCE PLAN – JOB DESCRIPTION

REVIEW OF DUTIES & RESPONSIBILITIES BASED ON JOB DESCRIPTION

FUNCTIONAL/WORKING TITLE
1204 Senior Personnel Clerk
1. Processes personnel transactions by gathering information for new hires, certifications, separations, reassignments, referrals, leaves of absence and other personnel matters; and by filling out forms and distributing copies to appropriate departments and individuals to ensure that all personnel actions are initiated, and that correct records are posted and maintained.
2. Compiles and analyzes data for reports concerning employee status, probationary periods, payroll activities, certifications, referrals, registry, position control, budget, merit increases, performance appraisal; issues and tracks notifications to candidates for response; and verifies and corrects information to ensure accuracy of reports.
3. Creates and updates personnel files, manually and/or electronically, regarding, appointment data, verification of employment, history cards, files, payroll forms, FMLA, probationary period, retirements, benefits, photo identification process, and other relevant information to ensure that accurate information is kept on employee file.
4. Responds to telephone and personnel inquiries from city employees, applicants, and other interested individuals concerning various personnel related matters, such as payroll, employee benefits, leaves of absence, etc.
5. Processes and schedules appointments for medicals, fingerprinting, drug testing, employment verification, background check, and driver's license renewals to ensure that employee's records are completed and updated.
6. Equity and Inclusiveness: Fully comply with all Departmental and City rules and policies including: Discrimination, Harassment, Retaliation-Free Workplace Policy; equal employment opportunity; reasonable accommodation for individuals with disabilities; practices to ensure fairness, diversity, and inclusiveness; completion of required implicit bias awareness training.
7. Use of City and County Resources for Business Purposes Only: All City equipment, devices, and materials (i.e., photocopiers, telephones, computers, vehicles, stationery, fax machines, email accounts, etc.) must be used only for conducting City business.
8. DSW Preparedness: Take all necessary steps to prepare yourself for an emergency, in your capacity as a Disaster Service Worker; provide updated personal contact information to your department so that you can be contacted in the event of an emergency; report in and respond promptly to instructions by the City and/or your department in the event of an emergency; participate in any drills or emergency exercises as notified; and carry out disaster-related work assignments as required; complete all required disaster-related trainings.
9. Customer Service: As a representative of the City, be efficient, professional, accountable, and courteous in your interactions with the public, fellow employees, and external business partners. Respond to requests for assistance and/or requests for information in a timely manner as specified by your department.
10. Attendance: Regular and prompt attendance is required for your job. All planned absences must be requested and approved in advance. For illness, emergencies or other unplanned and unforeseeable absences, notify your supervisor as soon as possible, but no later than the beginning of the work day on the first day of the absence.
11. Compliance with Rules, Policies and Procedures: Fully comply with all Departmental rules, policies and procedures. Also comply with City rules and policies in the Employee Handbook including, but not limited to: Department's Statement of Incompatible Activities; Policy Prohibiting Employee Violence in the Workplace; Policy Regarding the Treatment of Co-Workers and Members of the Public; Reporting and Responding to Workforce Violence; etc.

III. PERFORMANCE PLAN – KEY OBJECTIVES

Departmental Goal #1: (specify)	
1. Improve collaboration and communication with JobsNOW liaisons and host sites.	REVIEW OF PERFORMANCE: New goal for FY 20/21.
2.	REVIEW OF PERFORMANCE:

Departmental Goal #2: (specify)	
1. Review current PST onboarding procedures and practices under a diversity, equity, inclusion, and belonging lens.	REVIEW OF PERFORMANCE: New goal for FY 20/21.
2.	REVIEW OF PERFORMANCE:

Departmental Goal #3: (specify)	
1.	REVIEW OF PERFORMANCE:
2.	REVIEW OF PERFORMANCE:

IV. Learning & Development Plan

REQUIRED CITY TRAINING:	OTHER PLANNED TRAINING:

V. APPRAISAL REPORT SUMMARY

A. OVERALL PERFORMANCE RATING

The appraisal report on overall performance should include a consideration of all items in the Job Description, Departmental policies and procedures, and the Performance Plan's Key Objectives for the review period. Circle the appropriate number on the continuum.

Did Not Meet Expectations	Met Expectations	Exceeded Expectations
Performance of job duties needs improvement; did not meet many or majority of objectives.	Performed job duties competently and effectively; met the objectives. (Meets Competent and Effective requirement)	Performed job duties with exceptional competence and effectiveness; exceeded the objectives.
1	2 ✓	3

B. COMMENTS REGARDING OVERALL PERFORMANCE

Rhodora exhibited professionalism and courteousness in the performance of her duties.

She is part of the PST processing team and has demonstrated skill and competence in the various aspects of the PST onboarding process. She takes initiative in improving processes and she is solution-oriented in her response to issues raised by employees. She works wells with her teammates and she is conscientious and thoughtful in her interactions with various stakeholders.

Rhodora was deployed as a Disaster Service Worker (DSW) regularly assisting the Department of Human Resources with onboarding essential workers. She adapted well to this dual role.

I encourage her to seek opportunities to gain new skills and experience in other areas of the Human Resources. I also encourage her to actively engage in relationship-building with PST host site supervisors foster effective communication to address PST concerns.

Rhodora was competent and effective in performing her duties and I am giving her a '2 - Met Expectations' rating.

C. EMPLOYEE GUIDELINES -- PERFORMANCE PLAN AND APPRAISAL REPORT

1. Employee should review the employee organization's Memorandum of Understanding with the City and County of San Francisco for information that may add to or modify the following list of guidelines.
2. Employee has the right to read the Performance Plan and Appraisal Report.
3. Employee has the right to receive a copy of the Performance Plan and Appraisal Report.
4. Employee has the right to discuss the report with the Reporting Supervisor or Manager.
5. Employee has the right to attach a rebuttal to the Performance Appraisal Plan and Report. The rebuttal must be presented within 30 working days of the report date. The rebuttal should only address the items presented in the report.
6. Employee may request a conference, if requested, with the Reviewer (Reporter's supervisor or manager).

VI. SIGNATURE PAGE

PERFORMANCE PLAN

A. Performance Plan/Key Objectives Sign-Off

1. REVIEWER SIGNATURE	2. REVIEW DATE	
3. SUPERVISOR SIGNATURE <i>David Tu</i>	4. EMPLOYEE SIGNATURE	5. MEETING DATE 9/28/2020

B. Mid-Period Performance Review Meeting

1. SUPERVISOR SIGNATURE	2. EMPLOYEE SIGNATURE	3. MEETING DATE
-------------------------	-----------------------	-----------------

PERFORMANCE APPRAISAL REPORT

C. Reviewer's Certification

1. NAME, WORK LOCATION Luenna Kim 1650 Mission Street San Francisco, CA 94103	2. JOB CODE NUMBER AND TITLE 0953 Director of Human Resources
3. I CERTIFY THAT I HAVE REVIEWED THIS REPORT. (Signature)	4. DATE

D. Reporting Supervisor/Manager

1. NAME, WORK ADDRESS David Tu 1650 Mission Street San Francisco, CA 94103	2. JOB CODE NUMBER AND TITLE 0931 Human Resources Manager	
3. DATE OF CONFERENCE WITH EMPLOYEE 9/28/2020	4. SIGNATURE <i>David Tu</i>	5. DATE

E. Employee's Statement

1. <input type="checkbox"/> I AGREE WITH THIS REPORT. <input type="checkbox"/> I DO NOT AGREE WITH THIS REPORT: SECT. ____ NO. ____ <input type="checkbox"/> I HAVE ATTACHED A REBUTTAL. <input type="checkbox"/> I HAVE ATTACHED A REBUTTAL AND REQUEST A CONFERENCE WITH THE REVIEWER.	2. CONFERENCE DATE
	3. SIGNATURE CERTIFIES I HAVE READ THE REPORT <input type="checkbox"/> DECLINED TO SIGN. DATE:

VII. EXPLANATIONS OF SECTIONS

I. EMPLOYEE IDENTIFICATION INFORMATION — Basic information about the employee, the employee's status, and the review period.

II. PERFORMANCE PLAN: JOB DESCRIPTION — A list of the duties and responsibilities based on the job description. Comments may include clarification of job description items, address mid-year progress, and appraise the performance of the duties and responsibilities. If appropriate, the job description may be a source of Key Objectives for the review period.

III. PERFORMANCE PLAN: KEY OBJECTIVES — Most important objectives for the review period and comments regarding the appraisal of the performance of the objectives.

IV. LEARNING & DEVELOPMENT PLAN — A list of planned training(s) employee will participate in over the review period, including required City trainings (i.e. Implicit Bias, Harassment Prevention, Ethics)

V. APPRAISAL REPORT SUMMARY

A. Overall Performance Rating — Reporting Supervisor's/Manager's rating of the employee's overall performance over the appraisal review period.

B. Comments Regarding Overall Performance — Narrative explanation of the rating of overall performance during the appraisal report review period.

- | | | |
|--|--------------------------------------|--|
| ♦ Demonstration of Dept values | ♦ Attendance And Punctuality | ♦ Effectiveness Of Working With Others |
| ♦ Overall Performance of Job Description | ♦ Quantity Of Work Performed | ♦ Use Of Materials And Equipment |
| ♦ Results of Performance Objectives | ♦ Quality Of Work Performed | ♦ Safety |
| ♦ Knowledge Of Job | ♦ Adaptability To The Work Situation | ♦ Performance Plans |
| ♦ Employee's Strengths | | |
| ♦ Achievements | | |

In addition to the areas above, the following areas may be addressed for supervisors/managers:

- | | | |
|----------------------------------|---------------------------------|-------------------|
| ♦ Communication | ♦ Planning | ♦ Decision Making |
| ♦ Directing and Motivating Staff | ♦ Training and Developing Staff | |

C. Employee Guidelines — Guidelines for employees regarding the Performance Plan and Appraisal Report.

VI. SIGNATURE PAGE

A. Performance Plan/Key Objectives Sign-Off — Signatures of the supervisor and the employee, the date they met to finalize the plan, the signature of the reviewer, and the date of the review.

B. Mid-Period Performance Review Meeting — Signatures of the supervisor and the employee and the date they met to review progress on the plan.

C. Reviewer's Certification — Information regarding the reviewer of the report. This is the person who directly supervises the reporting supervisor/manager.

D. Reporting Supervisor/Manager --Information regarding the reporting supervisor/manager of the report. This is the person who directly supervises the employee's performance.

E. Employee's Statement — Employee's opportunity to respond to the PPA Report using a checklist, signature and date. Signing the report only certifies that the employee has read it. It does not indicate, unless marked, that the employee agrees with the report.

VII. EXPLANATION OF SECTIONS — Basic information about what should be included in each section of the Performance Plan and Appraisal Report.

Rhodora Sangalang 2020 Performance Plan and Appraisal Report
VI. Signature Page, Section E. Employee's Statement

Thank you for the evaluation. I value your feedback on my performance and what is expected of me so as to inspire me to want to do more and be more innovative. I appreciate the time you put into creating it and discussing with me.

One goal the team has been striving for is to bridge the communication gap between HR, liaisons, and host sites. I feel that on an individual level, it is improving. Although, there is room for improvement on the departmental and host site level to encourage teamwork and unity among us that work hard to support the PST program.

COVID19 has turned our world upside down. Nonetheless, opportunities have opened up that are worth exploring. Some solutions to our communication gap may be resolved virtually, now that we are more aware and open to its technical capabilities.

A new task for the team is processing Career Pathways. This follows regular onboarding procedures. However, instead of dealing with inter-Agency's programs, citywide collaboration is required.

Due to COVID19 and deployment of staff, the CP coordinator at WDD and I have organically created procedures to efficiently manage these transitions.

Review period 2019-2020 is uneventful in comparison to 2018-2019 and 2017-2018. Below are some highlights for those periods that I would like noted in my file along with this report.

Those are the years where I coordinated the reassignments: collected the RTFs, verified for completeness, posted on the intranet, distributed to managers, collected applicant information, determined eligibility/seniority, provided hiring managers with selection templates, and processed employee into their reassignment.

I then trained and handed it over to a 1241 HR analyst-how to coordinate the reassignment process.

I was the sole 1204 to process interns for HSA programs-DAAS, FCS.

One of my assignments was the FCS program, a large and demanding program due to its reassignments and turnover from interns to social workers. Due to their complex needs, I fingerprinted candidates myself instead of the traditional practice of sending candidates to DHR. I also worked with candidates as they await certifications prior to starting their jobs. Most importantly, I developed a rapport with FCS staff to efficiently and seamlessly transition their employees to meet program's needs and expectations.

I was asked to shift my duties and focus from the Agency's programs to the PST program, which I enthusiastically and quickly accepted. This processing is quite different from the former as it is fast-paced, it is not a regular and predictable process, and requires acceptance and embodiment

Rhodora Sangalang 2020 Performance Plan and Appraisal Report

VI. Signature Page, Section E. Employee's Statement

of HSA's mission to promote well-being and self-sufficiency among individuals, families and communities in San Francisco, a diverse population, and to treat them with equity, respect, and empathy.

One notable event that happened in 2019-2020 is the installation of 2 ports to transmit fingerprints to DOJ. This stemmed from a snag where DHR was not receiving conviction history results on PSTs. We had to re-fingerprint those employees. Two ports were installed so as not to have the one dedicated port housed in the conference room that was often being used for meetings and exams. Conviction history results are vital component of placing an employee properly.

David, although I agree with your commentary, I feel that I exceeded expectations in relation to Operations' normal distribution of duties. Also, ever since I joined the PST team, I feel that the downward flow of information and communication has lessened. I would like the PST team to be considered alongside the Operations team. There have been several meetings that we've missed. Thankfully, Arleene keeps us in the loop as far as highlights are concerned. She also provides me with information as to certain projects and we brainstorm. I have an idea on how to automate the reassignment data transfer from MS Forms to the database. However, I don't have the tools to develop and test.

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EXHIBIT D

1241 Human Resources Analyst Job Description



City and County of San Francisco
Human Resources Analyst (#1241)

\$37.56-\$55.29 Hourly / \$6,511.00-\$9,583.00 Monthly / \$78,130.00-\$114,998.00 Yearly

 Notify Me when a Job Opens for the above position(s)

DEFINITION

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

DISTINGUISHING FEATURES

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

SUPERVISION EXERCISED

This class does not supervise other professional employees, but may coordinate the work of clerical/technical personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

1. Administers and maintains the classification plan; designs and implements recruitment and selection plans; prepares class specifications in compliance with relevant laws and guidelines and insures consistency within class series and job families; and reviews requests to fill positions to ensure compliance with the classification plan.
2. Collects and analyzes data to determine important/essential duties and position allocation criteria; and interviews employees and supervisors to elicit and/or clarify job information and organizational relationships.
3. Conducts classification and salary surveys; collects, compiles and analyzes classification and wage data; interprets and administers provisions of memoranda of understanding; implements pay provisions of arbitration awards, mediated and grievance settlements; and reviews, analyzes, and processes requests for special pay premiums in accordance with provisions of multiple memoranda of understanding.
4. Participates in the collective bargaining process by conducting research; preparing comparability analyses and various reports in support of negotiation and arbitration.
5. Produces lists of eligibles for City employment: conducts job analyses, organizes recruitment activities, reviews employment applications, develops and administers selection devices, analyzes results, recommends passing scores, and creates eligible lists.
6. Provides information to departmental representatives, labor organizations, managers, employees, applicants, other agencies and the general public; interprets and explains human resources rules and policies; investigates allegations/complaints of unfair employment practices; and represents employing department on human resources matters before boards and commissions and in meetings with other departments.
7. Responds to appeals or protests of human resources decisions and/or procedures; and prepares and submits reports to the Civil Service Commission and may present the case before the appellate body, hearing officers or arbitrators.
8. Prepares written materials including letters, reports, memoranda, and forms with the aid of a computer.
9. Assists in the development, maintenance and administration of a departmental human resources program including hiring, training, performance management, leave management, position management, compensation; prepares reports, analyzes data and provides consultation and information to managers regarding human resources issues.¹
10. Evaluates requests for leave and ADA accommodation; administers requests to fill position, employee transfers, post-referral, hiring, appoint, onboarding and layoff processes; interviews and examines candidates; administers employee discipline.
11. Negotiates resolutions to grievances; investigates complaints of serious employee misconduct and complaints; enforces MOUs to ensure consistent departmental compliance with provisions, and; acts as a Skelly officer in employee disciplinary hearings.
12. Coordinates processing of human resources transactions; reviews requests to fill positions; directs and reviews the preparation of requests to fill positions; tracks the certification and selection process; directs and participates in the processing of appointments; and receives, reviews and processes personal services contracts.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: principles and practices of position classification including class concepts and levels, allocation factors, career ladders and class specifications; principles and practices of recruitment and selection including job analysis methodologies and test construction and validation; principles and practices of compensation including job evaluation systems and survey methods; and descriptive statistics including measures of central tendency and variability; principles and practices of performance, leave and position management.

Ability and Skill to: apply the principles, techniques and methods used in classification, recruitment and selection, and compensation; make accurate analyses and evaluations of human resources matters; comprehend and interpret federal, state and local laws, ordinances, regulations and guidelines such as City Charter provisions, Civil Service Commission Rules and employee organization agreements; learn to operate a networked personal computer using word processing programs, spreadsheet, human resources information systems and database software; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly, concisely and in a well-organized, and an effective manner, both orally and in writing; and establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

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

Experience:

One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

License and Certification:

Substitution:

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

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

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CLASS: 1241; **EST:** 1/1/1900; **REV:** 2/15/2017;

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EXHIBIT E

Rhodora Sangalang 1241 Human Resources Analyst Job Application

Job Title: 1241 Human Resources Analyst - HSA**Job Number: TEX-1241-101699****EasyID:** [REDACTED]**Personal Information**

Legal Last Name	Legal First Name	Legal Middle	Other Names	Chosen First Name
SANGALANG	RHODORA	E	Rhodora Edora	
ID	Email	Home Phone	Cell PhoneWorkPhone	Cell Phone
[REDACTED]	[REDACTED]	[REDACTED]	(415) 361-8808 msg OK? Y	[REDACTED] msg OK? Y
Mailing Address	City	State	ZIP	Country
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Additional Materials

The following materials have been uploaded.

Current and Previous Employment with City and County of San Francisco

Are you currently an active City and County of San Francisco employee? ☒ Yes ☐ No
If yes, you are required to complete the following:

OR Are you currently active on a hold-over list? ☐ Yes ☐ No

Employee ID#/DSW# [REDACTED]

Class Number 1204

Class Title Sr. Personnel Clerk

Department Name Human Services Agency

Employment Status ☒ Permanent Civil Service

Are you a previous employee that no longer works for the City and County of San Francisco? ☐ Yes ☐ No

Employee ID#/DSW#

Class Number

Department Name

Date of Separation

List the name, department and familial relationship of family members currently employed by the City and County of San Francisco

Do you have a family member currently employed by the City and County of San Francisco? ☐ Yes ☐ No

Names

Relation

Department

Additional Information

Do you speak, read and/or write the following

Please indicate your level of skill, if any, for each language.

Are you a United States Veteran ☐ Yes ☒ No

Do you claim veterans' preference as ☐ Yes ☒ No

an entrance applicant? *If yes, I agree to complete a Veteran's Preference application form and provide verification of eligibility.*

Acknowledgement

I understand that the City and County ☒ Yes
of San Francisco will use my
conviction (or arrest, in limited
circumstances) history in considering
my candidacy for a position

Driver's License

Do You Have a Valid Driver's License? ☒ Yes ☐ No

Issuing State [REDACTED]

Number [REDACTED]

Expiration Date [REDACTED]

Class [REDACTED]

Basic Education

I have graduated from High School ☒ Yes ☐ No

I have not graduated from High ☐ Yes ☒ No
School but do have a G.E.D.
certificate

I have a High School Proficiency ☐ Yes ☐ No
certificate

Higher Education

College, Graduate, Professional, Business, and/or Trade School(s) Attended

Name of School	City & State	Major/Minor	Units	Type of Degree	Degree Completed
UNIVERSITY OF PHOENIX	SF, CA	BS BUSINESS MGMT	122 Sem	4 Year	In Progress
SOLANO COMMUNITY COLLEGE	FAIRFIELD, CA	GEN ED	2.5 Qtr	Other	No
SKYLINE COMMUNITY COLLEGE	SAN BRUNO, CA	GEN ED	3 Qtr	Other	No

Professional Licenses, Certifications, or Registrations

I have the following special training, certificates, licenses, etc. applicable for this job.

Type	Issuing Agency	Number	Date Issued	Date Expires
Employment Record				
Beginning with your current or most recent position, state your employment history. A RESUME DOES NOT SUBSTITUTE for this section of the application. This section MUST BE COMPLETED .				
Job #1				
Job 1				
From (Mo/Yr)		To (Mo/Yr)	Total Yrs/Mos Worked	
10/26/2015		Present	yrs mos	
Job Title			Hours Per Week	
Senior Personnel Clerk			40	
Employer's Name and Address		Employer's Phone	Contact This Employer	
CCSF Human Services Agency 1650 Mission Street, 2nd FL San Francisco, CA 94103		415-557-5577	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Reason for Leaving				
NA				
Duties				
Same as below, including: • Performed full cycle hiring and separating Public Service Trainee (PST) employees • Performed team lead duties • Presented HR's role and provide instructions on how to complete hiring forms during PST employment processing meetings to groups of 15a+ candidates • Fingerprinted candidates to perform background checks and obtain conviction history • Issued/requested/resolved referrals from Department of Human Resources • Posted reassignments on the intranet using RedDot • Coordinated reassignment process: determined candidate seniority, provided selection templates to programs, and negotiated start dates with releasing/receiving programs • Performed full cycle hiring and separating Classified employees • Communicated with central Human Resources Departments on any necessary revisions to employees' official records				

Job #2**Job 2**

From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
03/31/2014	10/26/2015	1 yrs 7 mos
Job Title		Hours Per Week
Senior Personnel Clerk		40
Employer's Name and Address	Employer's Phone	Contact This Employer
San Francisco Unified School District 555 Franklin St. San Francisco, CA 94102	415/241-6101	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Reason for Leaving

Transfer

Duties

1. Processed personnel transactions by gathering information for new hires, separations, reassignments, referrals, and other personnel matters; and by filling out forms and distributing copies to appropriate departments and individuals to ensure that all personnel actions are initiated, and that correct records are posted and maintained. 2. Processed personnel requisitions and modifications by filling out forms and/or entering information into the system either manually and/or electronically to ensure that requests were submitted by the department to fill vacant positions; and located budget information for requisitions and position control. 3. Compiled and analyzed data for reports concerning employee status, probationary periods, payroll activities, referrals, position control, performance appraisal; issued and tracked notifications to candidates for response; and verified and corrected information to ensure accuracy of reports. 4. Created and updated personnel files, manually and/or electronically, regarding appointment data, verification of employment, files, probationary period, retirements, and other relevant information to ensure that accurate information was kept in employee file. 5. Responded to telephone and personnel inquiries from city employees, applicants, and other interested individuals concerning various personnel related matters, such as payroll, employee benefits, leaves of absence, etc. 6. Processed and scheduled appointments for medicals, fingerprinting, employment verification, and background check to ensure that employee's records were completed and updated. 7. Performed related duties and responsibilities as assigned and identified problems and provided possible solutions.

Job #3**Job 3**

From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
11/23/2013	03/25/2014	0 yrs 4 mos
Job Title		Hours Per Week
Expediter		40
Employer's Name and Address	Employer's Phone	Contact This Employer
US Legal Support Services 44 Montgomery San Francisco, CA		<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Reason for Leaving

Better opportunity

Duties

Customer Service: contacted custodians of records via telephone, email, fax for various establishments to obtain requested records. Followed HIPAA requirements. Routed field agents' work orders and verified addresses, contacts, types of records to obtain and amount of records to copy/pick up

Job #4		
Job 4		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
12/01/2004	11/07/2012	7 yrs 11 mos
Job Title		Hours Per Week
STAFF INFO. SYSTEMS ANALY. SUP		40
Employer's Name and Address	Employer's Phone	Contact This Employer
STATE COMPENSATION INSURANCE FUND 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Company relocated to Vacaville, CA		
Duties		
<p>STATE COMPENSATION INSURANCE FUND, San Francisco, CA Staff Information Systems Analyst (Supervisor) – Marketing Systems Unit (12/04-11/07/2012) •Supervised a staff of 9 employees •Acted as a liaison between State Fund and Dun & Bradstreet •Developed a rapport with trade associations & administered/coordinated the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis •Supervised Business Intelligence Team within the Data Management Unit • Ensured data integrity, built, gathered, & stored information •Designed, developed, & created templates for industry reporting •Performed helpdesk duties for application (Business Objects) end users</p>		

Job #5**Job 5**

From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
09/01/2003	12/01/2004	1 yrs 3 mos
Job Title		Hours Per Week
WORKERS COMP INS SUP		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Reason for Leaving

Promotion

Duties

Workers Comp. Insurance Supervisor II/Marketing Department – Marketing Systems Unit (09/03-12/04) Supervised unit that provided 1) support in development of new State Fund systems and/or supported enhancement of existing systems, 2) supported and provided department resources for Analyst Service Requests (ASRs), and other corporate projects as needed, 3) supported system hardware and software troubleshooting with SCIF Network, Commission Systems, PC/laptop and Macintosh related problems that arose •Supervised a staff of 9 employees •Acted as a liaison between State Fund and Dun & Bradstreet •Negotiated renewal of contract with Dun & Bradstreet •Developed a rapport with trade associations & administered/coordinated the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations (CA Restaurant Association, CA Farm Bureau, CA Builders Exchange, Western Insurance Agency) •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis

Job #6

Job 6		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
12/01/2000	09/01/2003	2 yrs 9 mos
Job Title		Hours Per Week
WEB DEVELOPER		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
Associate Information Systems Analyst (Specialist)/Marketing Department – Web Development Unit (12/00-09/03) Developed, administered and maintained website for internal and external customers. Coordinated and maintained strong working relationship with content providers which included SCIF personnel, clients, vendors. Met with clients to determine look and feel of desired web page to correlate with corporate branding. •Acted as a liaison between State Fund and Dun & Bradstreet •Developed a rapport with trade associations & administered the Group Administrative Fee Program •Negotiated contract agreements between State Fund and the CA Group Programs •Determined the sliding scale for the Group Administrative Fee Program •Developed, administered & maintained custom websites for trade associations •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Gathered, analyzed, & provided reports on State Fund and industry results •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis		

Job #7

Job 7		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
12/01/1998	12/01/2000	2 yrs 0 mos
Job Title		Hours Per Week
WORKERS COMP INS REP		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
Workers Compensation Insurance Representative /Marketing Department – Marketing Systems Unit (12/98-12/00) Gathered, analyzed, and provided reports on State Fund and industry results •Developed databases and applications to support new and existing products •Identified trends in the premium development of selected portfolio •Developed new systems packages to present premium analysis •Provided analysis of existing and development of complex systems and act as resource on systems development projects •Provided analysis of existing and developing complex systems •Acted as a resource on systems development projects •Worked on complex projects to automate internal & external processes •Gained knowledge in SAP Business Objects •Developed new systems packages to present premium analysis •Managed databases & electronic data files on a routine basis		

Job #8		
Job 8		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
09/01/1997	12/01/1998	1 yrs 3 mos
Job Title		Hours Per Week
WORKERS COMP INS. TECHNICIAN		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Workers Comp. Insurance Technician/Marketing Department – Marketing Systems Unit (09/97-12/98) Assisted Workers Compensation Insurance Representatives (Marketing Analysts) in gathering and verifying data from the mainframe. Maintained database with Group Program data to ensure accurate calculation of Administrative Fees. Created SCIF's very first database of employees used for yearly Employee Appreciation event. Used MS Access to inventory and create bid sheets for items sold during silent auctions for fundraising events (Yearly gold tournament event to benefit Northern California Special Olympics)</p>		
Job #9		
Job 9		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
05/01/1992	09/01/1997	5 yrs 4 mos
Job Title		Hours Per Week
WORD PROCESSING TECH.		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
<p>Word Processing Technician/Human Resources Department – HR Administration Unit (05/92-09/97) Administration of front office which included acting as receptionist for all units within HR department and as the department's Program Manager's secretary. Worked with HR consultants to processing Adverse Actions, processed weekly job postings to all State Fund offices (from Eureka to San Diego--17 district offices total). Distributed mail. Developed more streamlined and effective procedures to conduct day-to-day front office tasks. •Provided clerical support to HR Management, Transactions & Benefits Specialists, Labor Relations •Supported the HR Supervisor in revamping HR Roster, developed position numbers & created the Timekeeper's Manual for State Fund</p>		

Job #10		
Job 10		
From (Mo/Yr)	To (Mo/Yr)	Total Yrs/Mos Worked
02/28/1990	05/01/1992	2 yrs 3 mos
Job Title		Hours Per Week
OFFICE ASSISTANT		40
Employer's Name and Address	Employer's Phone	Contact This Employer
SCIF 1275 MARKET ST. SAN FRANCISCO, CA 94103	415-703-7801	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Leaving		
Promotion		
Duties		
Office Assistant/Human Resources Department – HR Transactions Unit (09/90-05/92) Supported Transaction Specialist in accurately and timely processing SCIF personnel's paychecks, absences, filed personnel documents, processed subpoenaed files, fielded telephone calls/took messages, processed and distributed mail to Transactions Specialists. Provided clerical support to HR Management, Transactions & Benefits Specialists, Labor Relations. Supported the HR Supervisor in revamping HR Roster & the Timekeeper's Manual for State Fund		
<input checked="" type="checkbox"/> By checking this signature box, I certify agreement with the terms given above for Applicant Release of Employment Information.		
Signature		Date
		Wednesday, June 16, 2021, 9:43:57 AM

Resume

SUMMARY:

Strong business background developed from various positions in multiple departments such as Human Resources (HR), Marketing, and Information Technology (IT). Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly absorb new concepts. Highly motivated self-starter who takes initiative with minimal supervision. Confident, hard-working employee who is committed to achieving excellence. Conscientious go-getter who is highly organized, dedicated, and professional. Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas. Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.

PROFESSIONAL EXPERIENCE:

HUMAN SERVICES AGENCY, San Francisco, CA 2015-Present

SAN FRANCISCO UNIFIED SCHOOL DISTRICT, San Francisco, CA 2014-2015

Sr. Personnel Clerk

- Performed full cycle hiring and separating Public Service Trainee (PST) & other Classified employees
- Performed team lead duties
- Presented HR's role and instructed them on how to complete hiring forms in PST employment to groups of 10+ candidates
- Fingerprinted candidates to perform background checks & obtain conviction history
- Issued/requested/resolved referrals from Department of Human Resources
- Coordinated reassignment process: posted opportunities on the intranet using RedDot , determined candidate seniority, supported programs, and negotiated start dates with releasing/receiving program
- Collaborated with central Human Resources/Controller's offices on any necessary revisions to employees' official records
- Performed difficult, responsible and specialized duties, compiled & analyzed data for reports concerning employees
- Worked directly with the public, departments and employees
- Processed personnel requisitions and modifications either manually and/or electronically;
- Interviewed candidates, communicated with hiring managers regarding program/unit needs and figuring out the right "fit"

U.S. LEGAL SUPPORT, INC., San Francisco, CA 2013-2014

Expediter

- Ensured that subpoenaed records were retrieved in a timely manner by confirming all necessary information was relayed to field employees.

STATE COMPENSATION INSURANCE FUND, San Francisco & Vacaville, CA 1990-2012

Information Technology Department (2006-2012)

Staff Information Systems Analyst, Supervisor

- Supervised Business Intelligence Team within the Data Management Unit
- Ensured data integrity, built, gathered, & stored information
- Designed, developed, & created templates for industry reporting
- Performed helpdesk duties for application (Business Objects) end users

Corporate Marketing Department (1997-2006)

Staff Information Systems Analyst, Supervisor

- Supervised a staff of 9 employees & maintained consistent working relationships & encouraged cohesiveness with internal & external customers
- Trained, evaluated, disciplined, & promoted advancement through training & project opportunities to staff
- Acted as a relationship manager between State Fund and Dun & Bradstreet & kept contract cost at around \$3M by bundling services and negotiating multi-year contracts
- Analyzed existing/development of complex enterprise systems
- Acted as subject matter expert on systems development projects
- Extracted data, analyzed, & provided routine and ad-hoc reports on State Fund & industry results
- Identified trends in the premium development of selected portfolios
- Developed good rapport with over 200 California Trade Associations such as CA Restaurant Association, CA Farm

Bureau, etc. in order to effectively coordinate and negotiate contract agreements

- Designed, developed, tested, & released new systems packages to present premium analysis, custom websites for Trade Associations, in collaboration with management, and other stakeholders--the StateFundCa.com web-based self-registration application came into existence
- Gained knowledge of Microsoft Office Suite, Business Objects, & other applications used for reporting and presentations purposes
- Awarded top 5% performer as a systems analyst/supervisor for 2 consecutive years resulting from representing the Marketing department at major enterprise projects

Human Resources Department (1990- 1997)

Word Processing Technician/Office Assistant

- Provided administrative support to HR Management, Operations, Benefits Specialists, Labor Relations
- Proctored exams to generate eligibility lists for various classifications
- Revamped HR Roster & the Timekeeper's Manual for State Fund

EDUCATION:

Bachelor of Science, Business Management

University of Phoenix, San Francisco, CA – In progress

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EXHIBIT F

Minimum Qualification Principles, City and County of San Francisco

Minimum Qualification Principles

Last Updated on 8/26/19

This reference tool provides guidance for setting experience and education minimum qualifications for classifications based on field and level. While these are the default guidelines, they are rebuttable based upon a reasonable showing of a need for a variance.

Minimum qualifications reflect the lowest level of acceptable education and/or experience required of an individual such that the individual reasonably could be expected to satisfactorily perform the duties of the position. The guidelines will assist departments to develop minimum qualifications that are reflective of what is required upon entry in order to be successful in a position, yet not so high as to create artificial barriers or impede promotive opportunities.

This tool will provide consistency in decision making across the City when assigning minimum qualifications. The minimum qualification guidelines will provide benchmarks for managers when determining their needs for a particular position. The minimum qualification principles have been developed to assist departments when developing job analysis questionnaires, recruitment and selection devices and submitting requests for changes to class specifications.

CSC Rule 110.9.1 - Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination.

APPOINTMENTS VERSUS ASSIGNMENTS

- Appointments: Regardless of the appointment type (e.g., Permanent Civil Service (PCS), Permanent Exempt (PEX) or Temporary Exempt (TEX)), all employees must meet the MQs noted on the classification specification.
- Out of Class Assignments: As out of class assignments are not appointments, employees technically need not meet the MQs for the classification to which they are assigned work. Nonetheless, DHR recommends as a best practice that employees meet the MQs noted on the classification.

OCCUPATIONAL CATEGORIES

Occupational Category Definitions:

- Clerical: Perform routine office tasks supporting the general function of the office or managerial positions. Occupations in which workers are responsible primarily for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.
- Maintenance: Perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep or care of public buildings, facilities or grounds.
- Crafts/Trade: Trades are externally defined and have regulatory codes.
- Technical: Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized, post-secondary school education or through equivalent on-the-job training (e.g., computer programmers, drafters, survey and mapping technicians, licensed practical nurses, technicians (medical, dental, electronic, physical sciences)).

- **Professional:** Perform duties that require interpretation, independence of judgment and application of defined principles, practices and regulations. Requires a bachelor or advanced degree and may require certification or licensing.
- **Management:** High administrative and policy influencing with responsibilities for managing a major function or rendering management advice to top-level management authority. Performs duties focused on planning, organizing, directing and controlling resources and program delivery.

Level Definitions:

- **Entry / Trainee:** Trainee or routine level; typically those with little or no training or experience in the job area; operate with significant oversight.
- **Journey:** Perform the full range of duties; operate with supervision typically only upon completion of tasks; generally requires knowledge or experience in the job related area as a minimum qualification.
- **Advanced Journey / Senior:** Perform specialized duties in a highly independent manner that require modifying approaches, methods or techniques; may supervise lower level positions.
- **Principal:** Lead responsibilities in instructing and training staff; generally should supervise lower level positions.

CLERICAL / MAINTENANCE / TECHNICAL		
Level	Training and Experience	Substitution
Entry / Trainee	6 months – 1 year of general experience.	6 months of education (15 semester units) or technical training exp. may be substituted for 6 months of experience
Journey	2 years of general experience OR 1 year of requisite/specialized experience to the classification	6 months (15 semester units) of specialized coursework may be substituted for 6 months of experience
Advanced Journey / Senior <i>“may supervise”</i>	3 years of general experience OR 2 year of requisite/specialized experience to the classification	1 year (30 semester units) of specialized coursework may be substituted for 1 year of experience.
Principal <i>“must supervise”</i>	4 years of general experience OR 3 year of requisite/specialized experience with 1-2 years of supervisory experience as a desirable	2 years (60 semester units) of specialized coursework may be substituted for 2 year of non-supervisory experience

CRAFTS (<i>with apprenticeship</i>)		
Level	Training and Experience	Substitution
Apprentice	Varies by union	None
Journey	Apprenticeship program AND 1 - 3 years journey level experience	5 years of experience in the field; if the apprenticeship program is administered by the City, no experience should be required
Supervisory 1	Apprenticeship program AND 3 - 5	6 - 7 years of journey level