



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via US Mail

RECEIPT OF POSITION-BASED TESTING APPEAL AND NOTICE OF MEETING

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

FER C. JOHNSTON
EXECUTIVE OFFICER

DATE: May 21, 2014
REGISTER NO.: 0111-14-4
APPELLANT: KHALID KHAN

Khalid Khan

Dear Mr. Khan:

This is regarding your appeal dated May 19, 2014 of the Controller's Office administration of the 1218 Payroll Supervisor (PBT-1218-062934) examination.

Your appeal will be considered by the Civil Service Commission ("Commission") at a meeting to be held on June 16, 2014 at 2 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place. The agenda will be posted for your review on the Commission's website at www.sfgov.org/Civil_Service under "Meetings" no later than end of day on Wednesday, June 11, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings.

The Controller's Office may, but is not required to, submit a staff report in response to your appeal. The deadline to do so is Thursday, June 5, 2014. In the event that the Controller's Office chooses to submit a staff report, you will be able to pick up a copy of the department's staff report at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If you would instead prefer Commission staff to email you a copy of the staff report, please submit your request to CivilService@sfgov.org (this will also result in your receiving the staff report a few days sooner).

Should you wish to provide any additional information in support of your appeal, or a rebuttal to any staff report the Controller's Office chooses to submit, the deadline for receipt in the Commission is 5:00 p.m. on Tuesday, June 10, 2014 (note that the Commission requires an original and eight copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). 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.

It is important that you or an authorized representative attend the hearing on your appeal. Should you or your representative not attend, the Commission will rule on the information submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

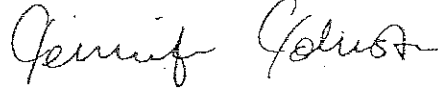
THIS DOCUMENT SUPPORTS
CALENDAR ITEM 13

All materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.

You may contact me at (415) 252-3247 or email Jennifer.Johnston@sfgov.org if you have any questions.

Sincerely,

CIVIL SERVICE COMMISSION



JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Micki Callahan, Human Resources Director
Donna Kotake, Department of Human Resources
John Kraus, Department of Human Resources
Louis Voccia, Controller's Office

Appeal

POST APPEAL
CIVIL SERVICE COMMISSION
REGISTER
NUMBER 0111 11 4

Date: May 19th, 2014

X¹ M. CALLAHAN
D. KOTAKE
J. KRAUS
L. JOCCA

2014 MAY 19 PM 4:30

RECEIVED
EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION
SAN FRANCISCO

The Executive Officer
Civil Service Commission
4th Floor one South Van Ness
City & County of San Francisco
California 94103.

Dear Sir/Madam

Subject: Appeal for Class 1218 Payroll Supervisor Examination.

I invite your kind attention to the subject mention above, as this examination was not conducted in fair manner, where all candidates participating in this examination were given an equal opportunity, because of an active role played by Director PPSD Miss Debra Nebreda. She is neither an analyst conducting this examination nor she is part of the Controller personnel to oversee this examination process, but she played an active role in reviewing all applicants applications and made grading decisions, those who are close to her got very high ranking even their short payroll experience and those who are not close to her went down the list. By giving her (PPSD Director) access to candidate's confidential applications, Controller exam. Unit has breached the confidentiality for this examination and compromised this process.

Director PPSD is bias towards me and I can show many examples, just to mention few here.

My application was first rejected, reason being "no supervisory experience" even though I have 30 years of payroll experience including as 1222 (since 2001), 4 years of college degree, exceptional evaluations, with my explanations, I was accepted.

Since I had a preplanned approved vacation, I requested my oral exam. Process is conducted upon my return, if it gets in during my vacation time. Controller's personnel acknowledge my request, but on April 29th, I was sent an email (copy attached) telling me that examination process has been completed and they cannot delay finalizing. On May 2nd, I received an invitation to take part in oral exam. This is a huge inconsistency of exam administration, since they are already completed the process, my invitation to participate is just a formality and not a real test.

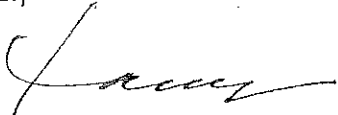
Oral Exam Panel: I was surprised to see my Unit manager is in the oral panel interviewing me. Controller HR. analyst knows very well, that she supervise me and others at PPSD staff but let her sit in oral panel and asking me if I have an objection? I am already facing bias from the Director, I do not want to alienate Assistant Director to raise an objection for her exclusion from the panel, she supervise my unit

on daily basis and Controller Analyst surely knows that, it is their job not to create a conflict of interest, by putting her in oral panel.

In light of above fact, I request you to throughout the result of this 1218 exam and asked the DHR exam unit to conduct a new 1218 Payroll supervisor examination without Payroll Director Debra Nerada's participation.

I will be available for any of your questioning you may have. Thanks

Sincerely



Khalid Khan

Senior Payroll & personnel Clerk

PPSD One S. Van ness San Francisco, CA 94103

415-701-3444 (work)

Encl. Email attachments.

[Print](#)

[Close](#)

From: **Centeno, Vicente (CON)** (vicente.centeno@sfgov.org)
 Sent: Thu 5/08/14 9:55 PM
 To: Khalid Khan ()
 1 attachment
 INFORMATON FOR ORAL EXAM CANDIDATES 1218 PBT Exam.pdf (188.9 KB)

Dear Khalid,

This is to follow-up on the voicemail and email sent below. Please confirm participation and receipt of this email. Contact me if you have any questions.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)
Sent: Friday, May 02, 2014 10:01 AM
To: 'Khalid Khan'
Cc: Sanchez, Kira (CON)
Subject: Invitation to Make-up PBT Oral Examination, 5/9/2014 - 1218 Payroll Supervisor

Dear Khalid,

Upon further consideration, we are able to grant your request for a make-up exam. Please find your invitation below. We can only offer this make-up exam date for May, 9, 2014. We will move forward with the

examination process after this date. As you stated, you are able to participate upon your return date of May 8, 2014.

Your Make-up Oral Examination date and time is **May 9, 2014 at 11:00AM.**

Oral Exam Location:
Controller's Office
City Hall, Room 488

1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

What to bring to Exam:

Present this notice with a valid photographic identification and the attached "Information for Oral Examination Candidates" notice. Please note, the oral exam panel will not have access to your application or resume.

Please arrive 10 minutes prior to your assigned time. If you are no longer interested in the position, let us know as soon as possible. We cannot offer another make-up exam date.

If you have any questions, you may contact me via email @ Vicente.Centeno@sfgov.org or phone (415)554-7506

Sincerely,

Vicente Centeno
Human Resources/Controller's Office

For more detailed information regarding Position Based Testing Examinations for the City and County of San Francisco, which specifies announcement and application policies and procedures including applicant's appeal rights, can be obtained at http://www.sfgov.org/site/civil_service_index.asp. Copies of this information can also be obtained at One South Van Ness, 4th floor San Francisco, CA 94103.

From: Centeno, Vicente (CON)
Sent: Tuesday, April 29, 2014 4:42 PM
To: 'Khalid Khan'
Subject: FW: Part two Oral examination Class 1218

Dear Khalid,

This is to follow-up on the status of your 1218 application. We sent invitation notices to participate in the Oral Examination on April 11, 2014. The Oral Examination took place on Tuesday, April 22nd and Wednesday, April 23rd. Your scheduled time was on Tuesday, April 22nd at 3pm. Unfortunately the only other date we could have offered you to take the exam was on the April 23rd but you appeared to be out of town this week. We have completed the examination process and cannot delay finalizing the process. You will need to re-apply for this recruitment or other 1218 recruitments city-wide the next time an examination announcement is issued. We appreciate your interest in the position and hope you continue to apply to future recruitments.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)
Sent: Friday, April 04, 2014 9:41 AM
To: 'Khalid Khan'
Subject: RE: Part two Oral examination Class 1218

Hi Khalid,

Thank you for letting us know. We will definitely keep this in mind for our records. At this time, we have not sent notifications on next step in process yet.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

1218 Payroll Supervisor (PBT) Notice

From: Vicente.Centeno@sfgov.org

Sent: Wed 3/26/14 12:28 AM

To:



Tuesday, March 25, 2014

KHALID KHAN

Dear KHALID KHAN:

Thank you for expressing interest in the 1218 Payroll Supervisor (CON PPSD) under Position Based Testing Examination.

We are unable to accept your application for this position at this time because the information on your application does not show that you meet the experience requirement as stated on the exam announcement:

Experience

Does not meet three (3) years of payroll supervisory experience. Current duties as provided are not within supervisory capacity.

The Minimum Qualifications as stated on the announcement are as follows:

1. Possession of a high school diploma or an equivalency certificate (e.g., G.E.D. or California High School Proficiency Certificate); AND
2. Four (4) years of verifiable supervisory experience in a position administering the activities of a large and complex computerized payroll and/or personnel system. Qualifying experience must have been gained in the last ten years.

SUBSTITUTION: Possession of a baccalaureate degree from an accredited college or university with major coursework in Accounting, Business Administration, or Business Management Information Systems may substitute for one year of the total of four years' supervisory experience.

If you have additional documentation supporting your experience, please submit an employment verification letter verifying the qualifying experience along with an email response summarizing qualifications to support your experience meeting the Minimum Qualification of this class as stated above. City employees may submit performance evaluations to verify qualifying experience. City and County of employees shall receive credit only for the duties of the class to which appointed or assigned, unless sufficient and credible documentation is provided to verify performance of other duties.

This supporting information must be submitted within five (5) working days from the date of this electronic mail. Information received via telephone will not be accepted as proof of experience.

Failure to submit additional documentation by the requested date will result in the rejection of your application.

The verification documentation may be submitted by replying directly to this email.

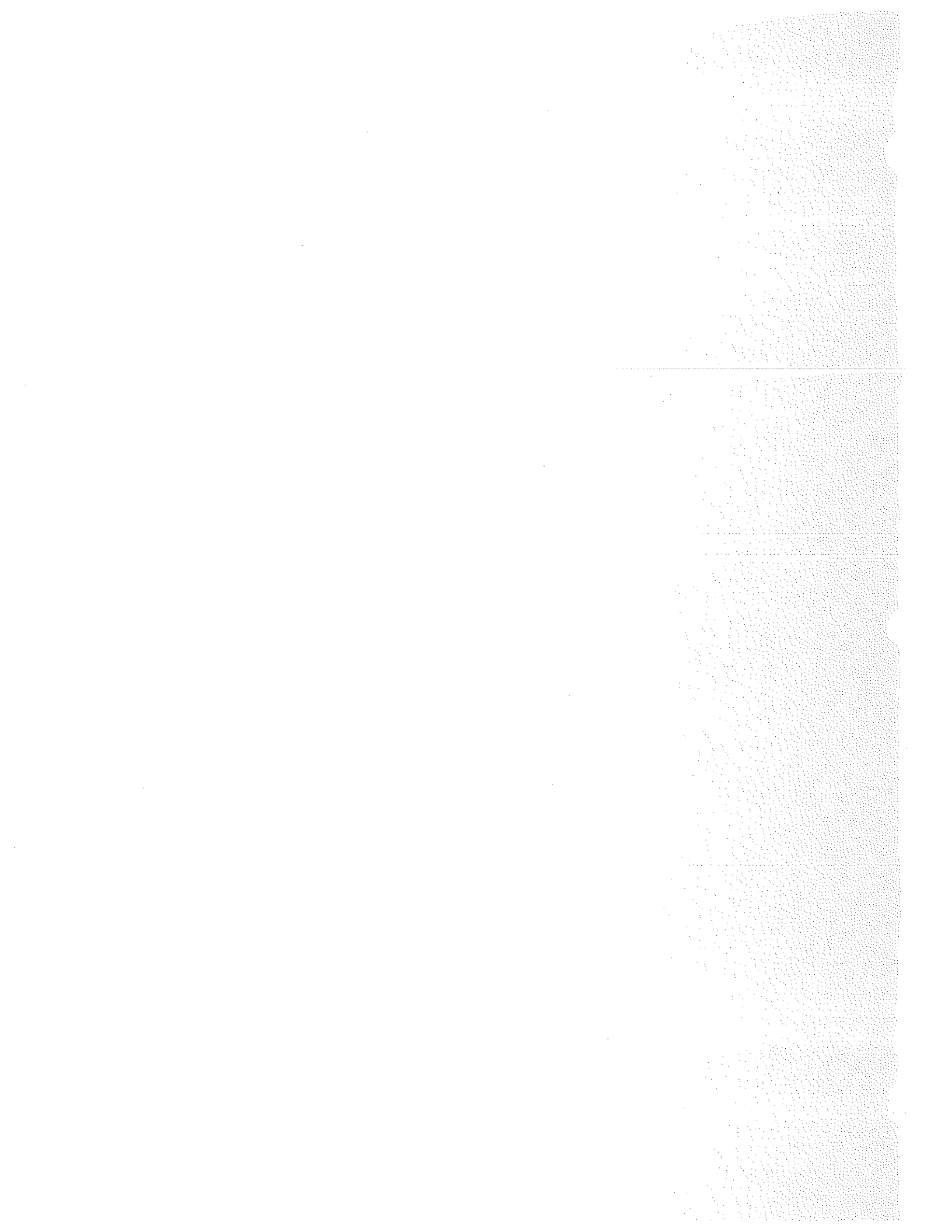
Please make sure to include a cover sheet with your supporting information. Should you have any questions, please feel free to contact me at Vicente.Centeno@sfgov.org or at 415-554-7506.

Sincerely yours,

Vicente Centeno
Controller's Office/Human Resources

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>

STAFF REPORT





CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

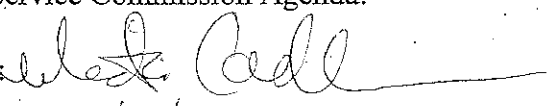
CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: 0111-14-4
2. For Civil Service Commission Meeting of: June 16, 2014
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda X
 Human Resources Director's Report
4. Subject: Appeal of Khalid Khan Regarding administration of Class 1218 Payroll Supervisor
(PBT-1218-062934) examination.
5. Recommendation: Deny the appeal and adopt the report
6. Report prepared by: Louis Voccia Telephone number: (415) 554-7552
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV.**

Commission Report Format -A).

8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: 

Date: 6/5/14
9. Submit the original time-stamped copy of this form and person(s) to be notified
(see Item 7 above) along with the required copies of the report to:

Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC RECEIPT STAMP
<p>THIS DOCUMENT SUPPORTS CALENDAR ITEM <u>13</u></p>

Notification List

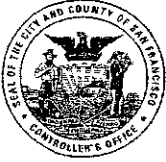
Khalid Khan



Louis Voccia
Office of the Controller
City Hall, Room 316
San Francisco, CA 94102

John Kraus
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

Donna Kotake
Workforce Development Director
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA 94103



MEMORANDUM

TO: The Honorable Civil Service Commission

FROM: Louis Voccia, Human Resources Manager

DATE: June 5, 2014

SUBJECT: Appeal by Khalid Khan regarding the Administration of the 1218 Payroll Supervisor (PBT-1218-062934) examination [CSC Register Number 0111-14-4]

SUMMARY

On May 19, 2014, Khalid Khan wrote to the Civil Service Commission (CSC) appealing the administration of the 1218 Civil Service Exam for two positions in the Payroll/Personnel Services Division (PPSD) of the Controller's Office (Attachment 1). On May 20, 2014, his protest was forwarded to the Controller's Office via email by Sandra Eng, Assistant Executive Officer of the CSC, and then formally by letter on May 21, 2014. In his appeal, Mr. Khan alleges that the examination "...was not conducted in a fair manner, where all candidates participating in the examination were given an equal opportunity, because of an active role played by Director PPSD Miss Debra Nebreda."

Mr. Khan alleges that Ms. Nebreda is biased toward him and that, since she is not an analyst or member of the Controller's personnel staff, she was not qualified to "oversee" the examination. He alleges that Ms. Nebreda viewed applications and made "grading decisions," ranking those close to her highly. Mr. Khan noted that his application was first rejected, but later accepted after he provided additional information. He also stated that he had a preplanned vacation on the day of the test and was told that a make-up exam would not be held as it would delay the selection process. However, after further consideration, the Controller's Office allowed Mr. Khan to take the examination on May 9th upon his return from vacation. He alleges that alternate test date presented a "huge inconsistency of the exam administration" since all other applicants took the test on April 22 and 23, 2014. Therefore, Mr. Khan viewed his invitation as "...just a formality and not a real test."

Finally, Mr. Khan states that having PPSD's Assistant Director, Christine Beetz on the oral examination rating panel presented a conflict of interest. However, he alleges that he did not raise an objection about this at the time of the oral exam because he did not want to "alienate" her.

CIVIL SERVICE RULES

Civil Service Rule 111A.35.2, Appeals of Inconsistency of Examination Administration, Bias of Raters and/or Failure of Raters to Apply Uniform Standards, states:

1) Appeals shall be based solely on claims that the inconsistency in examination administration, bias of the raters and/or failure of the raters to apply uniform standards compromised either the validity or the reliability of the examination. Appeals shall include a statement of the specific facts that demonstrate that the validity or reliability of the examination was compromised, and cite the specific Civil Service Commission Rule or Department of Human Resources Policy that was violated. For the purposes of appeals under this Section, validity is generally defined as the establishment of the relationship between a test device or other selection procedure and performance on the job; and reliability is generally defined as the consistency of measurement of the test device or selection procedure.

2) Appeals must be in writing and must be submitted directly to the Executive Officer of the Civil Service Commission. The appeal must be received in the Civil Service Commission office by close of business on the fifth (5th) business day from the postmarked date (or e-mail date) of the written notice of examination results.

3) Upon receipt of an appeal, the Executive Officer of the Civil Service Commission shall immediately forward a copy of the appeal to the Department of Human Resources. The Executive Officer of the Civil Service Commission shall place the appeal on the Civil Service Commission agenda for the next Regular Commission Meeting consistent with the Brown Act, Sunshine Ordinance and other applicable law. The Executive Officer of the Civil Service Commission in consultation with the President may calendar the appeal at a Special Meeting prior to the Regular Meeting of the Civil Service Commission. The appellant and other parties shall be notified in accordance with the procedures established by the Executive Officer of the Civil Service Commission.

4) The Human Resources Director or representative may take actions to resolve the appeal with the appellant before the scheduled Commission hearing date and forward to the Executive Officer of the Civil Service Commission the documented resolution prior to the scheduled Commission hearing date. The Executive Officer of the Civil Service Commission shall report the resolution to the Civil Service Commission at the scheduled hearing.

5) The Civil Service Commission shall consider an unresolved appeal on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and Department of Human Resources. The Civil Service Commission shall rule on the appeal at the hearing. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed. In order to prevail on an appeal under this Section, the appellant must establish by a preponderance of the evidence, i.e. more likely than not, that the Rule or Policy at issue was violated and that the violation caused a compromise of the validity or reliability of the examination. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed.

Civil Service Rule 111A.36.1, regarding Protests at the Examination Site states:

- 1) An examination participant may protest the assignment of a rater to his/her board or panel based on a claim of the rater's inability to rate the examination participant competently or without bias. The protest of the rater must be made to the designated representative of the Human Resources Director present at the examination prior to participation in this phase of the examination. If no protest is made, then no appeal of the assignment of the rater will be permitted.
- 2) An examination participant may submit a protest of a problem occurring at an examination site, such as, but not limited to equipment malfunction or disturbance of the examination process, that interfered with the examination participant's performance in the examination. Such protest must be made to the designated representative of the Human Resources Director present at the examination site immediately upon encountering or experiencing the problem and before leaving the examination site. If no protest is submitted, then the Human Resources Director may refuse an appeal of a problem occurring at the examination site.
- 3) The decision or action in response to a protest at the examination site may be appealed to the Human Resources Director. The appeal must be submitted in writing and must be received at the Department of Human Resources not later than the fifth (5th) business day after the candidate's examination date.

ISSUE

Did the Controller's Office Examination Unit administer the Position Based Testing (PBT) examination for 1218 Payroll Supervisor in an unfair manner by having the Director of Payroll and Personnel Services Division (PPSD) serve as the Subject Matter Expert and by having a manager within the Division serve as a rater on the three-member oral examination? Also, did the Controller's Office Examination Unit cause an "inconsistency in exam administration by providing Mr. Khan an alternate test date because a pre-planned vacation prevented him from taking the exam on the originally scheduled test dates.

BACKGROUND

A job announcement for 1218 Payroll Supervisor was opened to accept applications from February 21, 2014 through March 21, 2014. The selection procedure for this recruitment consisted of a behavioral consistency questionnaire and an oral examination. Ms. Debra Nebreda, Director of the Payroll and Personnel Services Division (PPSD) served as the Subject Matter Expert. Her role as the Subject Matter Expert was to review, confirm and rate job analysis task statements, knowledge, skills and abilities (KSAs) statements and linkage worksheet information. She also reviewed the examination announcement, drafted oral test questions for final review and approval by the Controller's Office Human Resources (HR).

On March 25, 2014, notices were sent to forty-three (43) applicants deemed "not qualified." Those deemed "not qualified" were sent notices telling them that they did not meet the minimum qualifications as stated in the exam announcement. They were also informed that they had five (5) business days to provide additional documentation that supported their eligibility. On March 30, 2014, Mr. Khan provided supporting information and on March 31,

2014, the Controller's HR Office responded back to Mr. Khan that, upon further review, his application would be accepted and that he would advance to the next step in the examination process.

On April 4, 2014, Mr. Khan sent an email to the Controller's HR Office stating that he would be out of town beginning April 10th and would like an opportunity to participate in the examination process before leaving town or upon his return date of May 8, 2014. The Controller's HR Office responded to Mr. Khan the same day, stating that exam invitation notices had not yet been sent and that it would make note of his request.

Invitation notices to participate in the oral examination were sent via email on April 11, 2014 to twenty-five candidates who were deemed eligible to take the exam. The notices provided standard information as well as an attachment entitled "Information for Oral Examination Candidates". This attachment specifically indicated that: 1) The names of all oral panelists would remain anonymous; 2) Candidates could request that an oral exam rater be excused; 3) Results would be send via email; 4) Any person caught cheating, attempting to cheat or assisting other persons in any phase of the examination process could be disqualified, and 5) Any challenge to the manner in which the test is administered should be filed in writing prior to leaving the test site (Attachment 2).

The oral examination was held on Tuesday, April 22, 2014 (12 candidates scheduled) and Wednesday, April 23, 2014 (13 candidates scheduled). Prior to the start of the exam, proctors collected the "Information for Oral Examination Candidates" forms from all candidates and provided a hardcopy of Civil Service Rule 111A to read and review. All candidates were then asked to acknowledge having read Civil Service Rule 111A and if they had any objections to the oral exam panel. This was tape recorded.

A total of sixteen (16) candidates participated in the oral examination. Nine other candidates either did not show up to take the test or formally withdrew. Mr. Khan was the only candidate who requested a make-up examination date.

On April 29, 2014, the Controller's HR Office sent an email to Mr. Khan stating that he had been sent a notice to appear for his oral exam on April 11, 2014 and that the examination process would not be delayed. Mr. Khan did not respond. Upon further review, on May 2, 2014, the Controller's HR Office sent Mr. Khan another email stating that his request for a make-up examination would be granted. Mr. Khan did not respond. Mr. Khan's make-up examination date and time was May 9, 2014 at 11am. On May 8, 2014, the Controller's HR Office sent a follow-up email and voicemail to confirm participation in the make-up examination. Mr. Khan confirmed verbally he would attend the make-up examination.

Mr. Khan was evaluated during the oral examination by the same three-member rating panel from the original test administration. One panel member was a manager currently working in the Division. Mr. Khan was provided with "Information for Oral Examination Candidates" form and a copy of Civil Service Rule 111A to review before entering the examination room. Mr. Khan signed the "Information for Oral Examination Candidates" form. After entering the oral examination room, he also acknowledged on the tape recording that he had read Civil Service Rule 111A and stated that he did not have any objections to the Oral Exam Panel. The Controller's Office had an additional panelist available in case Mr. Khan voiced an objection to a panelist. Mr. Khan left the test site without filing a protest of any kind.

Test results were sent on May 13, 2014. Fifteen candidates passed the examination and two failed. The notices sent to candidates passing the examination included the standard information including: Candidate raw scores; Promotive points (if applicable); Final Score; Final Rank on list; List duration; inspection period dates; and excerpt on applicant appeal rights. Mr. Khan received a notice stating that he had passed the examination. A five-day inspection period was held starting on May 14 and the list was scheduled for adoption on May 21, 2014. On May 19, the Controller's HR Office was notified that Mr. Khan had filed an appeal with the Civil Service Commission.

DISCUSSION AND ANALYSIS

Mr. Khan filed an appeal in writing directly to the Civil Service Commission on May 19, 2014 without citing a specific Civil Service Rule or Human Resources Policy that was violated in association with the PBT examination for job class 1218 Payroll Supervisor. However, he alleges that the examination was conducted in an unfair manner for a variety of reasons.

Specifically, he alleges that the examination "...was not conducted in a fair manner, where all candidates participating in the examination were given an equal opportunity, because of an active role played by Director PPSD Ms. Nebreda." Mr. Khan alleges that Ms. Nebreda has a "bias" against him and that she made "grading decisions" that ranked higher those who are close to her. He also asserts that she is not qualified to "oversee" this examination.

In reply, Ms. Nebreda's involvement as the SME in this examination process was in fact appropriate. Per the PBT Manual created by the Department of Human Resources (DHR) which is followed by citywide HR analysts, Subject Matter Experts who are permanent incumbents and supervisors should be used to develop and evaluate job tasks and KSAs. The PBT Manual also states, "If possible, it is often advantageous to use supervisors who were promoted in the not-too-distant past from the job being analyzed." This is because these individuals can best provide information about the job and its requirements.

Ms. Nebreda, the current Director of PPSD, meets the qualification requirements of an SME for the job in question. She was initially hired as a 1218 Payroll Supervisor at PPSD and served in that role for two years. She has been promoted twice within the managerial series during her current five years of service with the Controller's Office. Prior to her work with the Controller's Office, she worked as a Payroll Manager for approximately eighteen years at another public agency. Further, it should be pointed out that Ms. Nebreda did not serve on the oral examination panel, nor did she rate Mr. Khan or any other candidate. Ms. Nebreda also did not review all of the applications, nor was she privy to the names of the applicants.

Mr. Khan fails to provide any evidence to support why he believes Ms. Nebreda is not qualified to serve as an SME for this process. As stated previously, Ms. Nebreda fulfills all the qualifications criteria to serve as an SME. In addition, per the PBT Manual, "oftentimes the hiring manager might be the only individual who can serve as a subject matter expert when no permanent incumbents are available". Currently there are no permanent incumbents in job class 1218 within the Controller's Office and there is only one (1) other permanent civil service (PCS) 1218 citywide currently working at the Unified School District who does not have the extensive knowledge and experience of PPSD's operations as Ms. Nebreda.

Mr. Khan also claims that his "make-up" exam created a "huge inconsistency of examination administration" and that his invitation to take the test on an alternate date was "...just a formality and not a real test." This complaint is somewhat confusing since Mr. Khan himself requested that the test be administered on an alternate date. If Mr. Khan believes that all candidates should have been required to wait to take the test until his return from vacation, then he fails to realize that the personal schedule of an individual candidate should not control the schedule of all other candidates or delay the City's ability to conduct business. More significantly, he does not explain how he was disadvantaged by taking the test on a different date than other candidates. Indeed, the Controller's HR Office made every effort to keep the examination process consistent with the original exam administration by providing Mr. Khan with the same examination and conditions, and it waited to finalize the examination results until Mr. Khan had returned from vacation to take the test.

Mr. Khan also claims that there was bias by having PPSD's Assistant Director, Ms. Beetz on the oral panel. Yet, he claims that he did not raise an objection to her presence on the panel when asked because he did not want to alienate her. Ms. Beetz has worked one year as an Assistant Director within PPSD and has over seven years of experience working as a Payroll Manager outside the City and County of San Francisco.

In reply, Civil Service Rule 111A.36.1, regarding Protests at the Examination Site states, "(1) An examination participant may protest the assignment of a rater to his/her board or panel based on a claim of the rater's inability to rate the examination participant competently or without bias. The protest of the rater must be made to the designated representative of the Human Resources Director present at the examination prior to participation in this phase of the examination. If no protest is made, then no appeal of the assignment of the rater will be permitted." Mr. Khan did not object to any of the panel members before he left the examination site.

It is important to emphasize that Mr. Khan was, along with all other candidates, asked to acknowledge and sign that he understood the rules and information that he had been provided regarding Civil Service oral examinations, including that which pertained to objections to members of the oral exam panel. Mr. Khan signed and dated the "Information for Oral Examination Candidates" form, which specifically stated, "Once you see the raters, if any strong personal association exists between you and a particular rater so that it would be difficult for the rater to make an impartial rating, you may request that rater to be excused" (Attachment 3). He also confirmed on the tape recording prior to the actual start of the exam that he had read Civil Service Rule 111A and did not object to any members on the panel.

CONCLUSION

Mr. Khan speculates that the examination was not conducted in a fair manner for all candidates because of the role played by PPSD Director Debra Nebreda. However, the role she played as a Subject Matter Expert was in fact appropriate. He alleges that she viewed all applications and ranked applicants. She did not.

He also speculates that the initial rejection of his application and being scheduled for the test after the other applicants took it created "huge inconsistencies in the administration". Rejection and reconsideration of applications is a usual part of the examination process, and he was admitted to the examination and given the same examination under the same circumstances as all other participants.

6

Finally he alleges that having PPSD's Assistant Director, Christine Beetz on the oral examination panel created an additional bias. Yet, he did not object to her presence on the panel when he had the opportunity to do so or even after the test before he left the test site. He has provided no facts or evidence to support his allegations. In fact, Mr. Khan passed the examination and will appear on the eligible list when it is adopted.

Neither facts nor a preponderance of evidence has been presented by Mr. Khan, as required by Civil Service Rule 111A.35.2, to support this appeal.

RECOMMENDATION

It is respectfully requested that the Civil Service Commission adopt the staff report and deny the appeal.

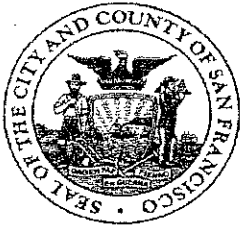
ATTACHMENTS

Attachment 1: Appeal by Khalid Khan

Attachment 2: Information for Oral Examination Candidates Form

Attachment 3: Copy of Information for Oral Examination Candidates Form Executed by Khalid Khan

Attachment #1



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via US Mail

RECEIPT OF POSITION-BASED TESTING APPEAL
AND NOTICE OF MEETING

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

DATE: May 21, 2014
REGISTER NO.: 0111-14-4
APPELLANT: KHALID KHAN

Khalid Khan
[REDACTED]

Dear Mr. Khan:

This is regarding your appeal dated May 19, 2014 of the Controller's Office administration of the 1218 Payroll Supervisor (PBT-1218-062934) examination.

Your appeal will be considered by the Civil Service Commission ("Commission") at a meeting to be held on **June 16, 2014** at 2 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place. The agenda will be posted for your review on the Commission's website at www.sfgov.org/Civil_Service under "Meetings" no later than end of day on Wednesday, June 11, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings.

The Controller's Office may, but is not required to, submit a staff report in response to your appeal. The deadline to do so is Thursday, June 5, 2014. In the event that the Controller's Office chooses to submit a staff report, you will be able to pick up a copy of the department's staff report at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If you would instead prefer Commission staff to email you a copy of the staff report, please submit your request to CivilService@sfgov.org (this will also result in your receiving the staff report a few days sooner).

Should you wish to provide any additional information in support of your appeal, or a rebuttal to any staff report the Controller's Office chooses to submit, the deadline for receipt in the Commission is 5:00 p.m. on Tuesday, June 10, 2014 (note that the Commission requires an original and eight copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). 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.

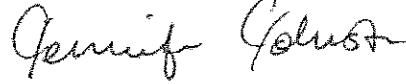
It is important that you or an authorized representative attend the hearing on your appeal. Should you or your representative not attend, the Commission will rule on the information submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

All materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.

You may contact me at (415) 252-3247 or email Jennifer.Johnston@sfgov.org if you have any questions.

Sincerely,

CIVIL SERVICE COMMISSION



JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Micki Callahan, Human Resources Director.
Donna Kotake, Department of Human Resources
John Kraus, Department of Human Resources
Louis Voccia, Controller's Office

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 (415) 252-3247. The fax number is (415) 252-3260. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civil_service. 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 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 (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

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.

E. 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.

F. 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.

G. 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/civil_service/.

H. 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.

I. 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 (415) 252-3254 or (415) 252-3247 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 Andrea Ausberry, 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: sotfi@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

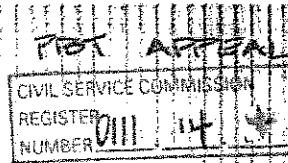
San Francisco Lobbyist Ordinance

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/>.

Materials Distributed to Commissioners After Distribution of Agenda Packet

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 are available for public inspection at the Civil Service Commission office, 25 Van Ness Avenue, Suite 720 during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

Date: May 19th, 2014



X' M. CALLAHAN
D. KOTAKE
J. KRANS
L. JOCCIA

2014 MAY 19 PM 4:30

RECEIVED
EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION
871 FERRIS DR
SAN FRANCISCO

The Executive Officer
Civil Service Commission
4th Floor one South Van Ness
City & County of San Francisco
California 94103.

Dear Sir/Madam

Subject: Appeal for Class 1218 Payroll Supervisor Examination.

I invite your kind attention to the subject mention above, as this examination was not conducted in fair manner, where all candidates participating in this examination were given an equal opportunity, because of an active role played by Director PPSD Miss Debra Nebreda. She is neither an analyst conducting this examination nor she is part of the Controller personnel to oversee this examination process, but she played an active role in reviewing all applicants applications and made grading decisions, those who are close to her got very high ranking even their short payroll experience and those who are not close to her went down the list. By giving her (PPSD Director) access to candidate's confidential applications, Controller exam. Unit has breached the confidentiality for this examination and compromised this process.

Director PPSD is bias towards me and I can show many examples, just to mention few here.

My application was first rejected, reason being "no supervisory experience" even though I have 30 years of payroll experience including as 1222 (since 2001), 4 years of college degree, exceptional evaluations, with my explanations, I was accepted.

Since I had a preplanned approved vacation, I requested my oral exam. Process is conducted upon my return, if it gets in during my vacation time. Controller's personnel acknowledge my request, but on April 29th, I was sent an email (copy attached) telling me that examination process has been completed and they cannot delay finalizing. On May 2nd, I received an invitation to take part in oral exam. This is a huge inconsistency of exam administration, since they are already completed the process, my invitation to participate is just a formality and not a real test.

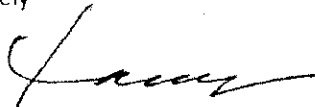
Oral Exam Panel: I was surprised to see my Unit manager is in the oral panel interviewing me. Controller HR. analyst knows very well, that she supervise me and others at PPSD staff but let her sit in oral panel and asking me if I have an objection? I am already facing bias from the Director, I do not want to alienate Assistant Director to raise an objection for her exclusion from the panel, she supervise my unit

on daily basis and Controller Analyst surely knows that, it is their job not to create a conflict of interest, by putting her in oral panel.

In light of above fact, I request you to throughout the result of this 1218 exam and asked the DHR exam unit to conduct a new 1218 Payroll supervisor examination without Payroll Director Debra Nerada's participation.

I will be available for any of your questioning you may have. Thanks

Sincerely



Khalid Khan

Senior Payroll & personnel Clerk

PPSD One S. Van ness San Francisco, CA 94103

415-701-3444 (work)

Encl. Email attachements.



[Print](#)

[Close](#)

From: Centeno, Vicente (CON) (vicente.centeno@sfgov.org)

Sent: Thu 5/08/14 9:55 PM

To: Khalid Khan (████████████████████)

1 attachment

INFORMATON FOR ORAL EXAM CANDIDATES 1218 PBT Exam.pdf (188.9 KB)

Dear Khalid,

This is to follow-up on the voicemail and email sent below. Please confirm participation and receipt of this email. Contact me if you have any questions.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)

Sent: Friday, May 02, 2014 10:01 AM

To: 'Khalid Khan'

Cc: Sanchez, Kira (CON)

Subject: Invitation to Make-up PBT Oral Examination, 5/9/2014 - 1218 Payroll Supervisor

Dear Khalid,

Upon further consideration, we are able to grant your request for a make-up exam. Please find your invitation below. We can only offer this make-up exam date for May, 9, 2014. We will move forward with the

examination process after this date. As you stated, you are able to participate upon your return date of May 8, 2014.

Your Make-up Oral Examination date and time is **May 9, 2014 at 11:00AM.**

Oral Exam Location:
Controller's Office
City Hall, Room 488

1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

What to bring to Exam:

Present this notice with a valid photographic identification and the attached "Information for Oral Examination Candidates" notice. Please note, the oral exam panel will not have access to your application or resume.

Please arrive 10 minutes prior to your assigned time. If you are no longer interested in the position, let us know as soon as possible. We cannot offer another make-up exam date.

If you have any questions, you may contact me via email @ Vicente.Centeno@sfgov.org or phone (415)554-7506

Sincerely,

Vicente Centeno
Human Resources/Controller's Office

For more detailed information regarding Position Based Testing Examinations for the City and County of San Francisco, which specifies announcement and application policies and procedures including applicant's appeal rights, can be obtained at http://www.sfgov.org/site/civil_service_index.asp. Copies of this information can also be obtained at One South Van Ness, 4th floor San Francisco, CA 94103.

From: Centeno, Vicente (CON)

Sent: Tuesday, April 29, 2014 4:42 PM

To: 'Khalid Khan'

Subject: FW: Part two Oral examination Class 1218

Dear Khalid,

15

This is to follow-up on the status of your 1218 application. We sent invitation notices to participate in the Oral Examination on April 11, 2014. The Oral Examination took place on Tuesday, April 22nd and Wednesday, April 23rd. Your scheduled time was on Tuesday, April 22nd at 3pm. Unfortunately the only other date we could have offered you to take the exam was on the April 23rd but you appeared to be out of town this week. We have completed the examination process and cannot delay finalizing the process. You will need to re-apply for this recruitment or other 1218 recruitments city-wide the next time an examination announcement is issued. We appreciate your interest in the position and hope you continue to apply to future recruitments.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)
Sent: Friday, April 04, 2014 9:41 AM
To: 'Khalid Khan'
Subject: RE: Part two Oral examination Class 1218

Hi Khalid,

Thank you for letting us know. We will definitely keep this in mind for our records. At this time, we have not sent notifications on next step in process yet.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

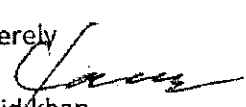
From: Khalid Khan [mailto: [REDACTED]]
Sent: Friday, April 04, 2014 12:09 AM
To: Centeno, Vicente (CON)
Subject: Part two Oral examination Class 1218

Dear Vicente,

As my application for the above examination has moved to the next step of oral exam, I must inform you that my upcoming approved vacation are starting April 7th, 2014, which I will be delaying for few days until April 10th, 2014 in anticipation of taking part in this exam., if it is held by that date, after that I may not be able to delay any further. I had requested my vacation prior to this (class 1218) announcement, I request that if the 2nd part of this examination is not held before my leaving town on April 10th, 2014, I should be given an opportunity to take part on this examination upon my return date of May 8th, 2014 or after.

I hope you consider my request in kindly and allow me to take part in this exam. on my return. Thank You

Sincerely


Khalid Khan
[REDACTED]

17

If you have additional documentation supporting your experience, please submit an employment verification letter verifying the qualifying experience along with an email response summarizing qualifications to support your experience meeting the Minimum Qualification of this class as stated above. City employees may submit performance evaluations to verify qualifying experience. City and County of employees shall receive credit only for the duties of the class to which appointed or assigned, unless sufficient and credible documentation is provided to verify performance of other duties.

This supporting information must be submitted within five (5) working days from the date of this electronic mail. Information received via telephone will not be accepted as proof of experience.

Failure to submit additional documentation by the requested date will result in the rejection of your application.

The verification documentation may be submitted by replying directly to this email.

Please make sure to include a cover sheet with your supporting information. Should you have any questions, please feel free to contact me at Vicente.Centeno@sfgov.org or at 415-554-7506.

Sincerely yours,

Vicente Centeno
Controller's Office/Human Resources

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>

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Attachment # 2

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

INFORMATION FOR ORAL EXAMINATION CANDIDATES

Class No.: 1218 Title: Payroll Supervisor

Date:

Analyst in Charge: Vicente Centeno

- 1. Please be advised that Civil Service Rules require that names of all oral board raters will remain anonymous. In addition, the oral board members will only refer to you by your candidate identification number.

Once you see the raters, if any strong personal association exists between you and a particular rater so that it would be difficult for the rater to make an impartial rating, you may request that rater to be excused.

- 2. You will be notified of the results of the exam by mail or email.
- 3. Sharing information concerning test questions and answers with other candidates competing in the same examination process constitutes cheating as it gives them an unfair advantage. Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Therefore, candidates who discuss or provide written transcriptions or recorded information regarding test content to anyone will be disqualified from this exam, possibly rejected from future exams and subject to punishment as provided by law. Similarly, you are prohibited from making notes of test questions or answers, copying questions or answers, and referring to unauthorized notes or aids of any kind during the examination. You must sign the Candidate Signature line below to indicate that you understand this notice and to affirm that you have no knowledge of the specific content of this examination. Further, since it is possible that some candidates may take this same examination at a later date, you must agree not to provide any exam content information to anyone following the administration of this test.

- ✓ I have no knowledge of the specific content of this examination and agree not to provide any exam content information to anyone during or following the administration of this examination.
- ✓ I understand that if I wish to challenge the manner in which this test is administered, I am to file a protest in writing prior to leaving the test center today.

Candidate Signature: _____

Print Name: _____

Candidate Identification Code _____

Attachment #3

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

INFORMATION FOR ORAL EXAMINATION CANDIDATES

Class No.: 1218 Title: PAYROLL SUPERVISOR

Dates: 05/09/2014

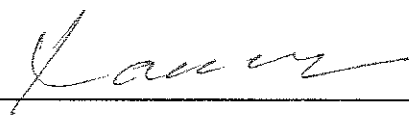
Analyst in Charge: _____

1. Please be advised that Civil Service Rules require that names of all oral board raters will remain anonymous. In addition, the oral board members will only refer to you by your candidate identification number.

Once you see the raters, if any strong personal association exists between you and a particular rater so that it would be difficult for the rater to make an impartial rating, you may request that rater to be excused.

2. You will be notified of the results of the exam by mail or email.
3. Sharing information concerning test questions and answers with other candidates competing in the same examination process constitutes cheating as it gives them an unfair advantage. Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Therefore, candidates who discuss or provide written transcriptions or recorded information regarding test content to anyone will be disqualified from this exam, possibly rejected from future exams and subject to punishment as provided by law. Similarly, you are prohibited from making notes of test questions or answers, copying questions or answers, and referring to unauthorized notes or aids of any kind during the examination. You must sign the Candidate Signature line below to indicate that you understand this notice and to affirm that you have no knowledge of the specific content of this examination. Further, since it is possible that some candidates may take this same examination at a later date, you must agree not to provide any exam content information to anyone following the administration of this test.

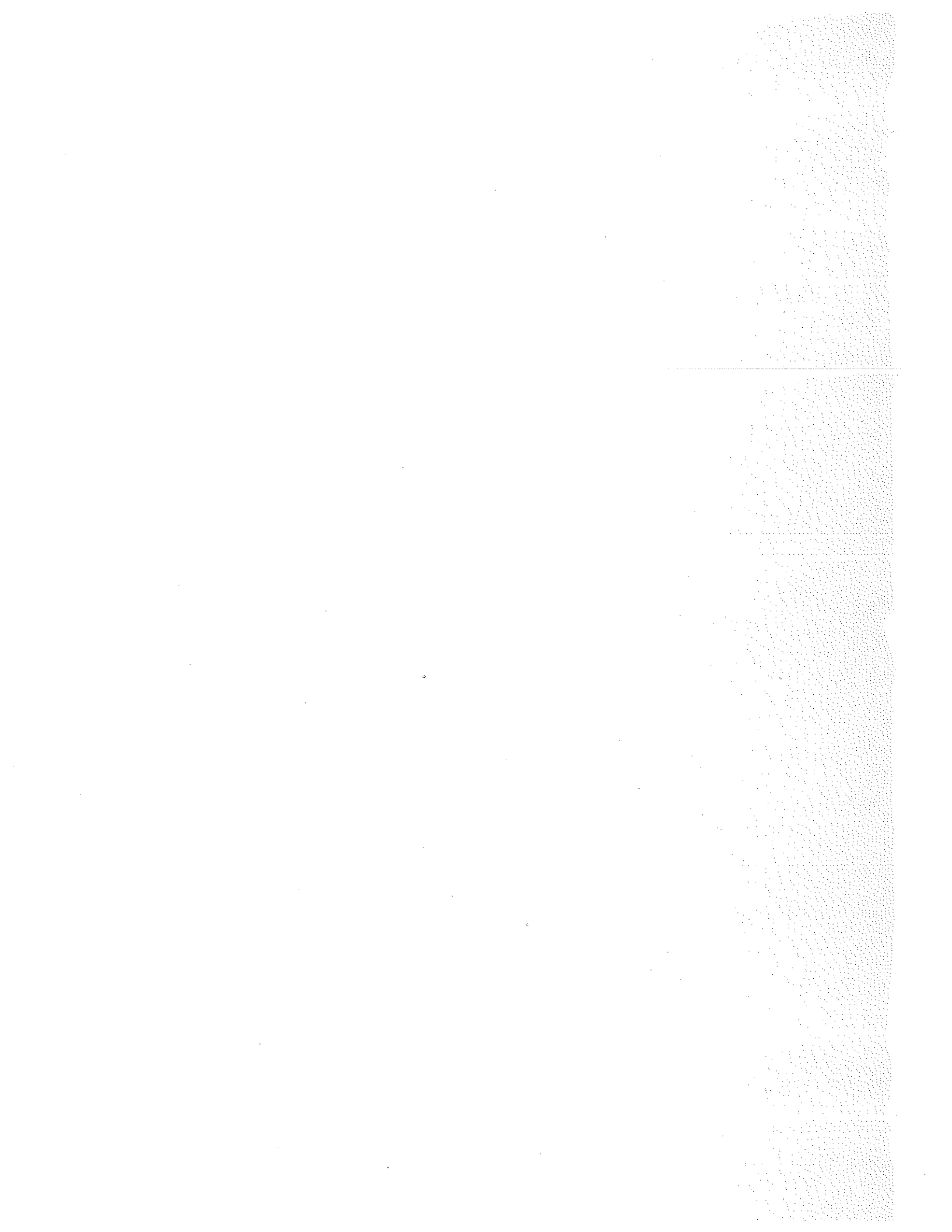
- ✓ I have no knowledge of the specific content of this examination and agree not to provide any exam content information to anyone during or following the administration of this examination.
- ✓ I understand that if I wish to challenge the manner in which this test is administered, I am to file a protest in writing prior to leaving the test center today.

Candidate Signature: 

Candidate Identification Code 029751

✓

**ADDITIONAL INFORMATION SUBMITTED
BY APPELLANT**



TO: The Honorable Civil Service Commission

FROM: Khalid A. Khan, Senior Payroll & Personnel Clerk

DATE: June 10, 2014

SUBJECT: Rebuttal to Controller's Staff Report

Administration of the 1218 Payroll Supervisor Examination.

Respectfully, I would like to enlighten some of the issue raised in the Controller's staff report, which in fact does not tell the whole story, but only what suited them. The eligible list resulting from this announcement may be used by other Department that also uses this classification or similar classification.

ISSUE: Did the Controller Office Examination Unit Administer the Position Based Testing(PBT) Examination for Class 1218 Payroll Supervisor in an unfair manner? My answer to that is "YES" By having Director PPSD served as "SUBJECT MATTER EXPERT" to review, confirm and rate job analysis task statement and linkage worksheet information and her Assistant sits in the Oral Panel to conduct oral interview and give grading. They knew there are 4 candidates, who in the past or currently working in the Controller's PPSD under their direct supervision, and another candidate is a frequent visitor to Director Office. Is this does not create conflict of interest? Where manager and her assistant are conducting interviews their own subordinates and reviewing other test material. I surly think so

Eligible list from this examination is applicable to other City Department, then why other City Department's highly experience supervisor were not asked in "subject matter expertise". Director PPSD has worked only two years as 1218 payroll supervisor and her Assistant never worked as 1218 Payroll supervisor, she has less than a year of City Payroll experience, but she was made into the Oral Panel. Whereas other City's Department supervisor with 20 plus years of payroll experience were never consulted or invited. All this was done to favor their candidates regardless of their payroll experience and knowledge with PPSD payroll system. If Director PPSD and her Assistant does not involve in this their favorite candidate may not get the passing marks and therefor will not appear on eligible list.

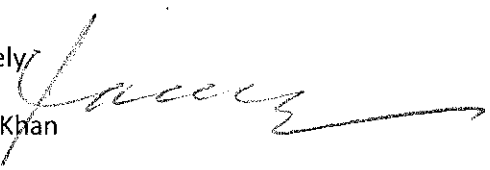
I strongly fell Director PPSD is bias toward me and some other factor, I cannot comment at this time. I have attached my annual two years evaluation for the past two years and various certificate of achievement for your reference and record.

I very much appreciate your looking into this matter and hope you will fix what wrong has been done in the Administration of the 1218 Payroll Supervisor examination and order a new examination under the supervision of your own Department of Human Service Examination Unit.

Thank You All

Sincerely,

Khalid Khan





CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Performance Plan and Appraisal Report

I. EMPLOYEE IDENTIFICATION INFORMATION

1. LAST NAME, FIRST NAME, MIDDLE INITIAL Khan, Khalid	2. JOB CODE NUMBER AND TITLE 1222 – Senior Payroll and 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 ONE SOUTH VAN NESS AVE. 8 TH . FLOOR SAN FRANCISCO, CA 94103 PPSD	5. DEPARTMENT CONTROLLER'S	6. REASON FOR REPORT <input checked="" type="checkbox"/> Annual – Evaluation <input type="checkbox"/> Dept. Review Period <input type="checkbox"/> Probationary <input type="checkbox"/> Unscheduled
	7. REVIEW PERIOD July 1, 2011 TO August 30, 2012	8. PROBATION START AND END DATE

II. EXPLANATIONS OF SECTIONS

- I. EMPLOYEE IDENTIFICATION INFORMATION** — Basic information about the employee, his/her status, and the review period.
- II. EXPLANATION OF SECTIONS** — Basic information about what should be included in each section of the Performance Plan and Appraisal Report.
- III. 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.
- IV. PERFORMANCE PLAN: KEY OBJECTIVES** — Most important objectives for the review period and comments regarding the appraisal of the performance of the objectives.
- 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. The purpose of the continuum line is to give supervisors a way to show employees how the supervisor sees their overall performance across the scale.
- B. Comments Regarding Overall Performance** — Narrative explanation of the rating of overall performance during the appraisal report review period.

- | | | |
|--|--------------------------------------|--|
| ◆ Demonstration of DHR 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 reviewer 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.

III. PERFORMANCE PLAN: JOB DESCRIPTION

A. Functional/Working Title: (may be different from Job Code Title)

1222 Senior Payroll and Personnel Clerk

B. Reports To: (supervisor's or manager's name and title)

Sandie Yeh, Principal Payroll and Personnel Clerk

C. Work Schedule: (days and hours)

MONDAY- FRIDAY 8:30 AM TO 5:00 PM

D. Job Description or Competency Model:

(Combines Job Code Specifications, Job Announcement, and specific job functions, duties, responsibilities)

- Review, analyze and make corrections on various payroll reports for the division.
- Prepare journal entries.
- Process returned checks and lost check affidavits.
- Review, research, and detect complex payroll errors and discrepancies by analyzing and interpreting various automated payroll reports, microfiche, online computer system and other records.
- Record and maintain daily statistics.
- Process and audit payroll input forms.
- Prepare payroll information reports.
- Download files from the mainframe system.
- Handle deceased employee process.
- Assist supervisor and manager of the Payroll/Personnel Division as requested.
- Escalate complex payroll complaints and problems to supervisor.
- Assist and provide feedback to supervisor regarding updating procedures.
- Review, calculate and verify complex payroll transactions.
- Provide customer service.
- Assist Department payroll clerks in analyzing and solving payroll problems.
- Verify eligibility of the employee for State Disability Insurance. Verify calculation of the supplementation worksheet made by the payroll clerk. Input transactions online for system payment or do an Online Check.
- Verify and process vacation/sick pay adjustment forms to correct employee's balances and accruals.
- Respond to all payroll inquiries.
- Complete tax returns and deposits correctly and timely.
- Prepare gross-to-net payroll calculations and generate manual checks as needed.

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IV. PERFORMANCE PLAN: OBJECTIVES

<p align="center">KEY OBJECTIVES (Job duties with specific goals included.)</p>	<p align="center">RATINGS AND COMMENTS</p> <p align="center"> 1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective </p>
<p>Process work to meet payroll production deadlines, MOU, federal, state guidelines.</p> <ul style="list-style-type: none"> • Process recovery of Overpayment PDFs, Negative Adjustments, File Maintenance and Jury Duty • Process Retro PDFs (Dept 37- 45 & 68) • Process Worker's Comp and Assault Pay PDFs • Log and track daily incoming PDFs • Pull advices/checks due to cancellations; notify EFT manager to delete direct deposits transaction; process cancels and reissue checks • Review both Reports 1017 and 2007 from payrun and take corrective action as needed. • Manual check printing • Non-Payment/ Underpayments requiring manual check processing (back-up) 	<p>Rating: # 3 Reason(s) for Rating:</p> <p>Khalid is very proficient in processing all types of PDF's in the Adjustment unit. He assists in the training of new team members in all areas of adjustment processing. He help fellow payroll staff from other departments understand the city's payroll procedures and processes that are govern by Civil Service and Administrative payroll rules and procedures.</p>
<p>Support the division in meeting it's performance measure of paying employees accurately and on-time within a 98% accuracy rate.</p> <ul style="list-style-type: none"> • Record the daily production statistics. • Respond to all internal and external payroll inquiries • Assist supervisor and manager of PPSD as requested 	<p>Rating: 2.5 Reason(s) for Rating:</p> <p>Khalid is organized and systematic when performing any of his tasks. He takes pride in performing a quality job and his efforts have helped the division in meeting its performance measurement goal of 99.7% accuracy rate. She successfully met the objectives for this goal.</p>
<p>Provide support to internal operations and customer service to external clients/customers.</p> <ul style="list-style-type: none"> • Respond to all internal and external payroll inquiries. • Provide back-up support with distribution and front desk tasks • Assist supervisor and manager of PPSD as requested 	<p>Rating: 3 Reason(s) for Rating:</p> <p>Khalid almost always goes above and beyond his normal job activities to provide excellent customer services both internal and external customers. He has done an outstanding job this past year cooperating with her team members during a very difficult city wide implementation of a new payroll/HR integrated system. He has demonstrated an eagerness to work with other teams that were created to help with the implementation</p> <p>Khalid exceeded the objectives for this goal.</p>

DEPARTMENTAL OBJECTIVES	RATINGS AND COMMENTS
<p>1. PROFICIENCY: Proficiency in the Controller's and City's operating environment. Ability to access and utilize available resources, information and other tools for successfully carrying out job duties and projects.</p>	<p>1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective</p> <p>Rating: 2 Reason(s) for Rating: Khalid successfully met the objectives for this goal.</p>
<p>2. JOB KNOWLEDGE: Understands role and responsibilities. Demonstrates appropriate organizational and problem-solving skills to perform successfully. Uses job policies, procedures and processes appropriately. Employee is adaptable, flexible, and demonstrates ability to learn new job requirements as they arise.</p>	<p>Rating: 2.5 Reason(s) for Rating: Khalid possesses a solid understanding of the skill set that is required to execute his job and displays his job knowledge on a consistent basis.</p>
<p>3. TEAM MEMBERSHIP: Demonstrates effective team participation. Communicates effectively with supervisor. Participates constructively in team process. Cooperates well as a team member.</p> <p>Or</p> <p>3. MANAGEMENT: Demonstrates effective team-building, communication and leadership skills. Assigns work to staff appropriately to maximize team efficiency. Gives clear direction, guidance and constructive feedback to staff. As a supervisor, provides orientation and mentoring to employees and completes performance plans and evaluations timely. As a manager, participates constructively in development of work plans, policies and procedures and organizational efforts.</p>	<p>Rating: 2.5 Reason(s) for Rating: Khalid is an effective team participant and cooperates very well in a team environment and works well with other team members.</p> <p>Khalid successfully met the objectives for this goal.</p>
<p>4. PRODUCTIVITY and RELIABILITY: Maintains a steady, acceptable level of work output. Completes work and projects within planned time frames, sets and/or follows priorities and uses office time conscientiously and efficiently. Maintains good attendance and punctuality, gives proper notice in advance and plans work completion in cases of foreseeable absence. Deals effectively with unexpected changes in workload and/or priorities.</p>	<p>Rating: 3 Reason(s) for Rating: Khalid deals very effectively with unexpected changes in workload and/or priorities. When the adjustment team is required to work overtime, he can be counted upon among the team to work overtime with them on weekdays and weekends on short notice. Khalid has exceeded the objectives for this goal.</p>
<p>5. QUALITY OF WORK: Completes work thoroughly, accurately, and according to specifications/standards. Strives for excellence and integrity in work product and services provided.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid successfully met the objectives for this goal.</p>
<p>6. INTERACTION: Displays good interpersonal skills, maintains smooth working relationships and appropriate behavior. Maintains a safe working environment. Accepts and offers constructive criticism in a positive manner. Develops trust and confidence with work contacts. Effectively resolves conflicts. Is responsive and constructive in dealings with work contacts.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid successfully met the objectives for this goal.</p>

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<p>7. MOTIVATION and INNOVATION: Demonstrates a commitment to the goals of the division and contributes to its growth and achievement. Initiates actions independently, requiring minimal supervision. Demonstrates willingness to assist and/or train others. Strives to innovate and improve work processes and outcomes.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid successfully met the objectives for this goal.</p>
<p>8. COMMUNICATION. Demonstrates clear and effective oral and written communication. Produces clear work products, reports, presentations and/or other communications.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid successfully met the objectives for this goal.</p>
<p>9. Statement of Incompatible Activities: Fully complies with the department's Statement of Incompatible Activities as approved by the Ethics Commission. Compliance includes, but is not limited to: Restrictions on Incompatible Activities; Restrictions on Use of City Resources, City Work-Product and Prestige; and Prohibition on Gifts for Assistance with City Services.</p>	<p>Khalid complies with the City's Statement of Incompatible Activities as approved by the Ethics Commission.</p>
<p>10. DSW Preparedness: Takes all necessary steps to prepare for an emergency in the capacity as a Disaster Service Worker; provides updated personal contact information to the department so that you can be contacted in the event of an emergency; reports in and responds promptly to instructions by the City and/or the department in the event of an emergency; participates in any drills or emergency exercises as notified; and carries out disaster-related work assignments and DSW and NIMS training as required.</p>	<p>Khalid takes all the necessary steps to prepare for an emergency in the capacity as a Disaster Service Worker; provides update personal contact information to the department so that she can be contacted in the event of an emergency.</p>
<p style="text-align: center;">PROFESSIONAL DEVELOPMENT OBJECTIVES</p>	<p style="text-align: center;">RATINGS AND COMMENTS</p> <p style="text-align: center;">1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective</p>
<p>1. Obtains appropriate training to improve professional skills.</p> <ul style="list-style-type: none"> • Participate in system parallel testing and data conversion validation. • Attend PeopleSoft User Training 	<p>Rating: 2 Reason(s) for Rating: Khalid actively participated in the three cycles of system parallel testing; data conversion validation and completed PeopleSoft User Training prior to system implementation.</p>
<p>2. Develops professional skills through various available means. Examples can include but are not limited to membership in professional organizations, subscriptions to professional periodicals or participation in special projects.</p> <ul style="list-style-type: none"> • Act as mentor to new staff, assist them in learning how to process adjustments in GEAC and be a resource. 	<p>Rating: 3 Reason(s) for Rating: The Adjustment Team went through a 60% staff turn-over during calendar year-end. As a senior member of the team with the most knowledgeable of the adjustment process and the payroll system GEAC; he was helpful in training his new peers by being a resource and mentor.</p>

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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 ——— 4 ——— 5 ——— 6 ——— X ——— 8 ——— 9		

B. COMMENTS REGARDING OVERALL PERFORMANCE

Khalid has a positive attitude and smooth working relationships with her unit team members, across the organization and external clients and customers. He strives for excellence in her work and is proficient and efficient in navigating and accessing the multitudes of systems and resources she must utilize to successfully perform her job duties.

He is punctual, dependable, flexible and adaptable which was clearly evident in his willingness to work overtime and extended hours on short notice during pre and post system conversion, testing, validation and implementation of the new PeopleSoft System. He was recently was cross-trained on how to confirm the Off - Cycle checks, generating the check print file, the positive pay file and register. He is a quick and enthusiastic learner. He is supportive of the unit's goal as well as that of the division and committed to its success.

C. EMPLOYEE GUIDELINES -- PERFORMANCE PLAN AND APPRAISAL REPORT

1. Employee should review his/her 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. Unless otherwise provided in the collective bargaining agreement that applies to the employee's Job Code, the rebuttal must be presented within 5 working days of the report date. The rebuttal should only address the items presented in the report. The 5 days may be extended at the discretion of the Reviewer for up to 30 days.
6. Employee has the right to 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 <i>Loretta J. Lum</i>	3. REVIEW DATE <i>09/23/11</i>	
3. SUPERVISOR SIGNATURE	4. EMPLOYEE SIGNATURE	5. MEETING DATE

B. Mid-Period Performance Review Meeting

1. SUPERVISOR SIGNATURE	2. EMPLOYEE SIGNATURE	3. MEETING DATE
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PERFORMANCE APPRAISAL REPORT

C. Reviewer's Certification

1. NAME, WORK ADDRESS James Smothers, Jr Controller - PPSD One South Van Ness, 8 th Fl San Francisco, CA 94103	2. JOB CODE NUMBER AND TITLE 0932 Manager IV
3. <input checked="" type="checkbox"/> I CERTIFY THAT I HAVE REVIEWED THIS REPORT. (Print/Type) <i>James M. Smothers</i>	4. SIGNATURE & DATE <i>James M. Smothers 10/24/12</i>

D. Reporting Supervisor/Manager

1. NAME, WORK ADDRESS Loretta J. Lum <i>DEBRA NEGRON</i> Controller - PPSD One South Van Ness, 8 th Fl San Francisco, CA 94103	2. JOB CODE NUMBER AND TITLE 0923 Manager II	3. DATE OF CONFERENCE WITH EMPLOYEE <i>10-24-2012</i>
		4. SIGNATURE & DATE <i>[Signature]</i>

E. Employee's Statement

1. <input checked="" 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 <i>[Signature]</i> <input type="checkbox"/> DECLINED TO SIGN. DATE: <i>10/24/12</i>

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Performance Plan and Appraisal Report

I. EMPLOYEE IDENTIFICATION INFORMATION

1. LAST NAME, FIRST NAME, MIDDLE INITIAL KHAN, KHALID	2. JOB CODE NUMBER AND TITLE 1222 – SENIOR PAYROLL & 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 ONE SOUTH VAN NESS AVE. 8 TH FLOOR SAN FRANCISCO, CA 94103	5. DEPARTMENT CONTROLLER - PPSD	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 08/31/2012 – 06/30/2013	8. PROBATION START AND END DATE N/A

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II. EXPLANATIONS OF SECTIONS

- I. EMPLOYEE IDENTIFICATION INFORMATION** — Basic information about the employee, his/her status, and the review period.
- II. EXPLANATION OF SECTIONS** — Basic information about what should be included in each section of the Performance Plan and Appraisal Report.
- III. 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.
- IV. PERFORMANCE PLAN: KEY OBJECTIVES** — Most important objectives for the review period and comments regarding the appraisal of the performance of the objectives.
- 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. The purpose of the continuum line is to give supervisors a way to show employees how the supervisor sees their overall performance across the scale.
- B. Comments Regarding Overall Performance** — Narrative explanation of the rating of overall performance during the appraisal report review period.

- | | | |
|--|--------------------------------------|--|
| ◆ Demonstration of DHR 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 reviewer 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.

III. PERFORMANCE PLAN: JOB DESCRIPTION

A. Functional/Working Title: (may be different from Job Code Title)

1222 SENIOR PAYROLL & PERSONNEL CLERK

B. Reports To: (supervisor's or manager's name and title)

SANDIE YEH, PRINCIPAL PAYROLL & PERSONNEL CLERK

C. Work Schedule: (days and hours)

MONDAY – FRIDAY, 8:00AM TO 5:00 PM

D. Job Description or Competency Model:

(Combines Job Code Specifications, Job Announcement, and specific job functions, duties, responsibilities)

- Reviews, analyzes and makes corrections on various payroll reports for the division.
- Prepare journal entries
- Process returned checks and lost check affidavits.
- Review, research and detect complex payroll errors and discrepancies by analyzing and interpreting various automated payroll reports, microfiche, online computer system and other records.
- Record and maintain daily statistics.
- Process and audit payroll input forms.
- Prepare payroll information reports.
- Download files from the mainframe system
- Handle the deceased employee process.
- Assist supervisor and manager of the Payroll/Personnel Division as requested.
- Notify supervisor of complex payroll complaints and problems in a timely manner.
- Assist and provide feedback to supervisor regarding updating procedures.
- Review, calculate and verify complex payroll transactions.
- Provide friendly customer service.
- Assist department payroll clerks in analyzing and solving payroll problems.
- Verify eligibility of the employee for State Disability Insurance. Verify calculation of the supplementation worksheet provided by the payroll clerk. Input transactions online for system payment or process online check.
- Verify and process vacation/sick pay adjustment forms to correct employee's balances and accruals.
- Respond to all payroll inquiries in a timely manner.
- Complete tax returns and deposits accurately and timely.
- Prepare gross-to-net payroll calculations and generate manual checks as needed.

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IV. PERFORMANCE PLAN: OBJECTIVES

<p align="center">KEY OBJECTIVES (Job duties with specific goals included.)</p>	<p align="center">RATINGS AND COMMENTS</p> <p align="center">1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective</p>
<p>Analyze, review and process work to meet payroll production deadlines, MOU, federal, state guidelines:</p> <ul style="list-style-type: none"> • Process Lump Sum, Comp time, Wellness Payout • Process Non-Payment, Underpayment, Symbol Change PDFs • Process Retro, Restoration PDFs • Process Tax, Deduction Refund • Process SDI, Paid Parental, Uniform Disability PDFs • Process Deceased Employee Beneficiary checks • Process Workers' Comp., Assault Pay, Junge Pay • Cancel / Reissue checks • Process Overpayment Manual Check Recording / On-Cycle Negative adj. / Jury Duty Recovery • Process VA/SP/FH absence hours adjustment • Process Active Duty Military Pay related to 911 and Misc. PDFs • Process Lost Checks Affidavits / Stale Dated checks using FAMIS • Administer CIP and CIP-FM programs • Run Pay Calculation/Confirmation for Off-Cycle paysheets; Send Positive Pay File to FAMIS; Create Print File for Repro; Create Payroll Register for AOSD; Create Log Sheet for PPSD front desk 	<p>Rating: 2.5 Reason(s) for Rating:</p> <p>Khalid analyzes, reviews and processes Overpayment Negative adjustment, Overpayment manual checks recording, Worker's Compensation, Assault Pay, SDI, Junge Pay, Non-payment, Underpayment, Retro pay, Symbol Changes, Cancel/Reissue checks, Jury Duty recovery, Operator of the Month payment for MTA and Taxes Refund PDFs.</p> <p>Khalid carefully analyzes complicated worker's compensation and State Disability Insurance PDFs. He provides help and trains departmental payroll staff on how to prepare accurate PDFs to meet MOU, Federal and State guidelines.</p> <p>Khalid helps departmental payroll staff to figure out the Net amount when partial overpayment occurred and employee would like to recover the overpayment by writing a personal check.</p> <p>Due to short processing window of the People Soft system for on-cycle processing, Khalid successfully meets the deadlines by inputting all overpayment PDFs into pay sheets.</p>
<p>Support the division in meeting its performance measures of paying employees accurately and on time within a 99.7% accuracy rate.</p> <ul style="list-style-type: none"> • Bring to management's attention any errors or discrepancies on reports or within the system that look out of the ordinary. • Record the daily production statistics. • Track and log daily the incoming PDFs 	<p>Rating: 2 Reason(s) for Rating:</p> <p>Khalid meets the objectives for this goal.</p>

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<p>Provide support to internal operations and customer service to external clients and customers.</p> <ul style="list-style-type: none"> • Respond to all internal and external payroll inquiries • Provide back up support with distribution unit and front desk tasks. • Assist supervisor and/or senior management of PPSD as requested 	<p>Rating: 2 Reason(s) for Rating: Khalid is quick to respond to all inquiries with departments and employees. He is always willing to provide back up support within the units and assist supervisor and senior management.</p>
<p>DEPARTMENTAL OBJECTIVES</p>	<p>RATINGS AND COMMENTS</p> <p>1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective</p>
<p>1. PROFICIENCY: Proficiency in the Controller's and City's operating environment. Ability to access and utilize available resources, information and other tools for successfully carrying out job duties and projects.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid is proficient in the processes of the Adjustment Unit. Improved knowledge of the PeopleSoft application would assist Khalid in his ability to access and utilize resources for additional assignments.</p>
<p>2. JOB KNOWLEDGE: Understands role and responsibilities. Demonstrates appropriate organizational and problem-solving skills to perform successfully. Uses job policies, procedures and processes appropriately. Employee is adaptable, flexible, and demonstrates ability to learn new job requirements as they arise.</p>	<p>Rating: 2.5 Reason(s) for Rating: Khalid is familiar with payroll policies, procedures and regulations to perform his jobs and share this knowledge with team members, employees, and other departments.</p>
<p>3. TEAM MEMBERSHIP: Demonstrates effective team participation. Communicates effectively with supervisor. Participates constructively in team process. Cooperates well as a team member. Or 3. MANAGEMENT: Demonstrates effective team-building, communication and leadership skills. Assigns work to staff appropriately to maximize team efficiency. Gives clear direction, guidance and constructive feedback to staff. As a supervisor, provides orientation and mentoring to employees and completes performance plans and evaluations timely. As a manager, participates constructively in development of work plans, policies and procedures and organizational efforts.</p>	<p>Rating: 2.5 Reason(s) for Rating: Khalid demonstrates teamwork as he is always willing to cover front desk and sort checks when assigned. He communicates effectively with his supervisor and is eager to participate in issues that involve his team.</p>
<p>4. PRODUCTIVITY and RELIABILITY: Maintains a steady, acceptable level of work output. Completes work and projects within planned time frames, sets and/or follows priorities and uses office time conscientiously and efficiently. Maintains good attendance and punctuality, gives proper notice in advance and plans work completion in cases of foreseeable absence. Deals effectively with unexpected changes in workload and/or priorities.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid completes his designated tasks within the timeframe needed, even on short notice. He is reliable and maintains good attendance and is always punctual.</p>
<p>5. QUALITY OF WORK: Completes work thoroughly, accurately, and according to specifications/standards. Strives for excellence and integrity in work product and services provided.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid is able to process his work given a shorten timeframe within the new application accurately.</p>

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<p>6. INTERACTION: Displays good interpersonal skills, maintains smooth working relationships and appropriate behavior. Maintains a safe working environment. Accepts and offers constructive criticism in a positive manner. Develops trust and confidence with work contacts. Effectively resolves conflicts. Is responsive and constructive in dealings with work contacts.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid works well with other departments in explaining overpayment issues. He responds to department and employee inquiries in a timely manner.</p>
<p>7. MOTIVATION and INNOVATION: Demonstrates a commitment to the goals of the division and contributes to its growth and achievement. Initiates actions independently, requiring minimal supervision. Demonstrates willingness to assist and/or train others. Strives to innovate and improve work processes and outcomes.</p>	<p>Rating: 2 Reason(s) for Rating: He is self motivated to learn new tasks. He continues to look at the goals of the unit to ensure accurate and timely PDFs.</p>
<p>8. COMMUNICATION. Demonstrates clear and effective oral and written communication. Produces clear work products, reports, presentations and/or other communications.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid meets the objectives for this goal.</p>
<p>9. Statement of Incompatible Activities: Fully complies with the department's Statement of Incompatible Activities as approved by the Ethics Commission. Compliance includes, but is not limited to: Restrictions on Incompatible Activities; Restrictions on Use of City Resources, City Work-Product and Prestige; and Prohibition on Gifts for Assistance with City Services.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid meets the objectives for this goal.</p>
<p>10. DSW Preparedness: Takes all necessary steps to prepare for an emergency in the capacity as a Disaster Service Worker; provides updated personal contact information to the department so that you can be contacted in the event of an emergency; reports in and responds promptly to instructions by the City and/or the department in the event of an emergency; participates in any drills or emergency exercises as notified; and carries out disaster-related work assignments and DSW and NIMS training as required.</p>	<p>Rating: 2 Reason(s) for Rating: Khalid meets the objectives for this goal.</p>
<p>PROFESSIONAL DEVELOPMENT & TRAINING GOALS</p>	<p>RATINGS AND COMMENTS</p> <p>1-Did Not Meet Objective 2-Met Objective 3-Exceeded Objective</p>
<p>1. Complete Excel Training (to including Pivot Tables) course.</p>	<p>Rating: N/A Reason(s) for Rating: Could not be met this year in dealing with the new system. As such these professional goals for July 1, 2012- June 30, 2013 remain the same for all and will be met this review period July 1, 2013- June 30, 2014.</p>
<p>2. Work with management and eMerge staff in the development of critical reports used in all aspects of the payroll process and assist in the validation of the new reports.</p>	<p>Rating: N/A Reason(s) for Rating: Could not be met this year in dealing with the new system. As such these professional goals for July 1, 2012- June 30, 2013 remain the same for all and will be met this review period July 1, 2013- June 30, 2014.</p>

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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 ————— 4 ————— 5 ————— 6 ————— 7 ————— 8 ————— 9		

B. COMMENTS REGARDING OVERALL PERFORMANCE

Khalid's biggest challenge for this period is to learn the new People Soft system after 20 plus years working on the legacy GEAC system. He missed the chance to participate the initial testing and training of new system because our unit required him to work on the daily urgent tasks and issued daily manual checks. He was able to catch up and adapt to the transition and complete his job duties with minimal supervision. He was able to use his knowledge and found system calculation problem on taxes when processing PDFs and reported to supervisor and eMerge functional team. He has built confidence in his ability to handle various types of PDFs and eager to learn new tasks and enhance his skill level. He is punctual, dependable and flexible. He continues to be supportive of the unit's goals as well as that of the division and committed to its success.

C. EMPLOYEE GUIDELINES -- PERFORMANCE PLAN AND APPRAISAL REPORT

1. Employee should review his/her 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. Unless otherwise provided in the collective bargaining agreement that applies to the employee's Job Code, the rebuttal must be presented within 5 working days of the report date. The rebuttal should only address the items presented in the report. The 5 days may be extended at the discretion of the Reviewer for up to 30 days.
6. Employee has the right to a conference, if requested, with the Reviewer (Reporter's supervisor or manager).

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VI. SIGNATURE PAGE

PERFORMANCE PLAN

A. Performance Plan/Key Objectives Sign-Off

1. REVIEWER SIGNATURE <i>Sandwich</i>	2. REVIEW DATE 8/23/13	
3. SUPERVISOR SIGNATURE	4. EMPLOYEE SIGNATURE <i>James</i>	5. MEETING DATE 8/23/2013

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 ADDRESS <i>Christie Oakley</i> 1 S. Van Ness 8th Floor SF CA 94103	2. JOB CODE NUMBER AND TITLE test 0923 Manager II	
3. <input checked="" type="checkbox"/> I CERTIFY THAT I HAVE REVIEWED THIS REPORT. (Print/Type) <i>Christie Oakley</i>		4. SIGNATURE & DATE <i>Christie Oakley</i> 8/23/2013

D. Reporting Supervisor/Manager

1. NAME, WORK ADDRESS <i>SANDIE YEH</i> Controller - PPSD One S. Van Ness 8th Fl SF CA 94103	2. JOB CODE NUMBER AND TITLE 1224 principal payroll & personnel clerk	3. DATE OF CONFERENCE WITH EMPLOYEE 8/23/13
		4. SIGNATURE & DATE <i>Sandwich</i> 8/23/13

E. Employee's Statement

1. <input checked="" 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 8/23/13
	3. SIGNATURE CERTIFIES I HAVE READ THE REPORT <i>James</i> <input type="checkbox"/> DECLINED TO SIGN. DATE: 8/23/13

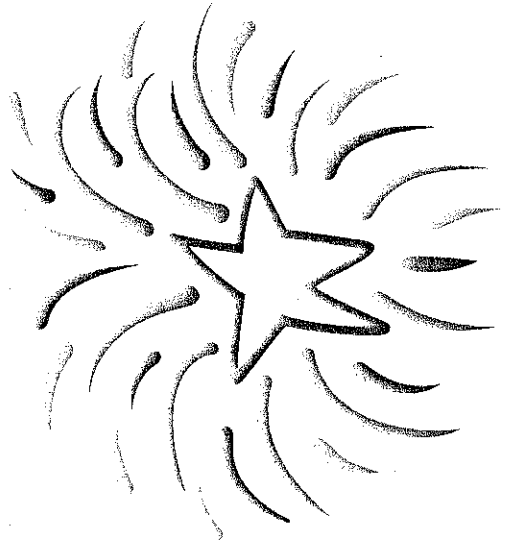
17

Public Employees Roundtable

Certificate of Appreciation

*In recognition of exemplary community and public service
presented to*

Khalid Khan



Public Service Recognition Week
www.theroundtable.org

Kirke Harper, Chair
Public Employees Roundtable

Raymond F. DuBois
Director, Administration and Management
Office of the Secretary of Defense

Controller's Office

Team Merit Award

Presented to the

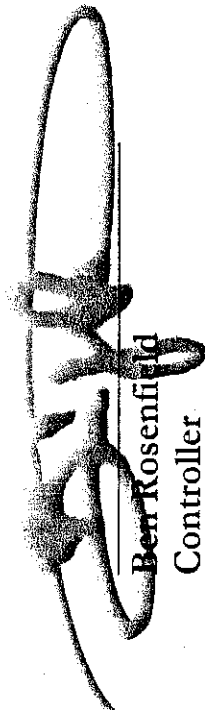
Project eMerge Staff

and

Payroll/Personnel Services Division Staff

for outstanding service to the Department and City for the
successful implementation of eMerge PeopleSoft 9.0

October 2012



Ben Rosenfield
Controller



19

Controller's Office

Team Merit Award

Presented to the Payroll / Personnel Services Division staff:

*Jim Smothers, Stephanie Chan, Wendy Cheng, Julian Cheung,
Seretha Gallaread, Karen Huang, Khalid Khan, Elizabeth Li,
Claudette Lopez, Loretta Lum, Tinhha Luong, Loi Ly, Alicia Mero,
Debra Nebreda, Wendy Sar, Gerome Segarra, Rowena Sui,
Albert Tam, Sandie Yeh, Shallen Yuen, Karen Zhang*

for outstanding service to the Department and City for the
successful implementation of eMerge PeopleSoft 9.0

October 2012



Ben Rosenfield, Controller



Controller's Office

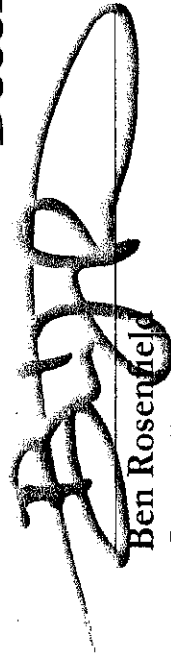
Merit Award

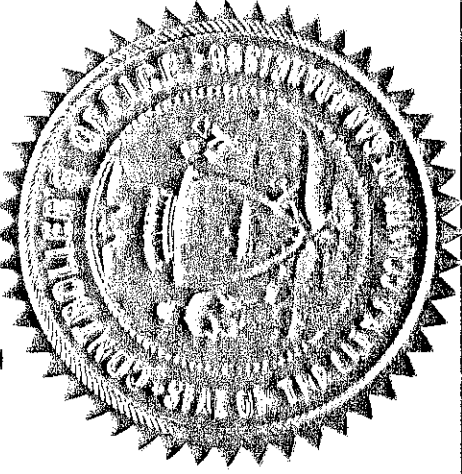
Presented to

Sandie Yeh, Khalid Khan,
Jennifer Pascual, Sandy Wong

for their outstanding service to the Department

December 2011


Ben Rosenfield
Controller



Controller's Office

Team Merit Award

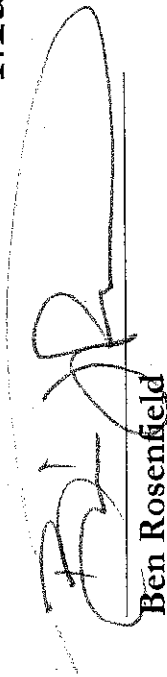
Presented to

Calendar Year End 2007

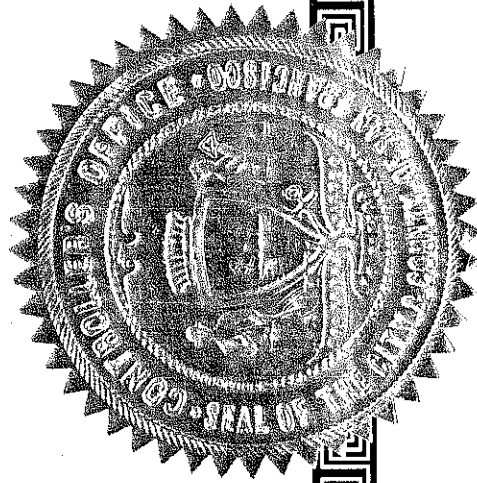
Team Participant

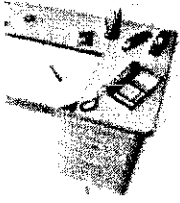
for your outstanding service to the Department

May 2008



Ben Rosenfield
Controller





Simon Lee/DPH/SFGOV
12/23/2005 03:53 PM

To Khalid Khan/CON/SFGOV@SFGOV, Estelle
Apps/CON/SFGOV@SFGOV
cc Howie Bogard/CON/SFGOV@SFGOV, James
Smothers/CON/SFGOV@SFGOV, Loretta
Lum/CON/SFGOV@SFGOV, Sandie
bcc

Subject My Gratitude to your Help

Khalid and Estelle:

I cannot thank both of you enough for accommodating our last minute rush to process two crucial pdf's (Jenny Liu and Rosie Legaspi). Even we submitted erroneous paperwork on Jenny Liu's pdf, you still patiently and appropriately led us along to get the error straight and process the pdf's in time. Your helps have enabled the 2005 W2's of the employees clean and accurate.

Good jobs are to be recognized and appreciated. Moreover, this is not the first time that you have helped us out in difficult situations. Please accept my hearty gratitude to all you have done so conscientiously for us. Please also extend my thankfulness to Sandie, Wendy, William, and Danny who have also quietly helped.

Have a nice holiday season!

Simon K. Lee
LHH Payroll Supervisor
Phone: (415) 759-3082 FAX: (415)759-3322

STRICTLY CONFIDENTIAL:

This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments. Thank you.

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Date: May 19th, 2014

The Executive Officer
Civil Service Commission
4th Floor one South Van Ness
City & County of San Francisco
California 94103.

RECEIVED
EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION
SAN FRANCISCO
2014 MAY 19 PM 4:30

Dear Sir/Madam

Subject: Appeal for Class 1218 Payroll Supervisor Examination.

I invite your kind attention to the subject mention above, as this examination was not conducted in fair manner, where all candidates participating in this examination were given an equal opportunity, because of an active role played by Director PPSD Miss Debra Nebreda. She is neither an analyst conducting this examination nor she is part of the Controller personnel to oversee this examination process, but she played an active role in reviewing all applicants applications and made grading decisions, those who are close to her got very high ranking even their short payroll experience and those who are not close to her went down the list. By giving her (PPSD Director) access to candidate's confidential applications, Controller exam. Unit has breached the confidentiality for this examination and compromised this process.

Director PPSD is bias towards me and I can show many examples, just to mention few here.

My application was first rejected, reason being "no supervisory experience" even though I have 30 years of payroll experience including as 1222 (since 2001), 4 years of college degree, exceptional evaluations, with my explanations, I was accepted.

Since I had a preplanned approved vacation, I requested my oral exam. Process is conducted upon my return, if it gets in during my vacation time. Controller's personnel acknowledge my request, but on April 29th, I was sent an email (copy attached) telling me that examination process has been completed and they cannot delay finalizing. On May 2nd, I received an invitation to take part in oral exam. This is a huge inconsistency of exam administration, since they are already completed the process, my invitation to participate is just a formality and not a real test.

Oral Exam Panel: I was surprised to see my Unit manager is in the oral panel interviewing me. Controller HR. analyst knows very well, that she supervise me and others at PPSD staff but let her sit in oral panel and asking me if I have an objection? I am already facing bias from the Director, I do not want to alienate Assistant Director to raise an objection for her exclusion from the panel, she supervise my unit

on daily basis and Controller Analyst surely knows that, it is their job not to create a conflict of interest , by putting her in oral panel.

In light of above fact, I request you to throughout the result of this 1218 exam and asked the DHR exam unit to conduct a new 1218 Payroll supervisor examination without Payroll Director Debra Nerada's participation.

I will be available for any of your questioning you may have. Thanks

Sincerely

Khalid Khan

Senior Payroll & personnel Clerk

PPSD One S.Van ness San Francisco, CA 94103

415-701-3444 (work)

Encl. Email attachements.

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[Print](#)

[Close](#)

From: **Centeno, Vicente (CON)** (vicente.centeno@sfgov.org)

Sent: Thu 5/08/14 9:55 PM

To: Khalid Khan (

1 attachment

INFORMATON FOR ORAL EXAM CANDIDATES 1218 PBT Exam.pdf (188.9 KB)

Dear Khalid,

This is to follow-up on the voicemail and email sent below. Please confirm participation and receipt of this email. Contact me if you have any questions.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)

Sent: Friday, May 02, 2014 10:01 AM

To: 'Khalid Khan'

Cc: Sanchez, Kira (CON)

Subject: Invitation to Make-up PBT Oral Examination, 5/9/2014 - 1218 Payroll Supervisor

Dear Khalid,

Upon further consideration, we are able to grant your request for a make-up exam. Please find your invitation below. We can only offer this make-up exam date for May, 9, 2014. We will move forward with the

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examination process after this date. As you stated, you are able to participate upon your return date of May 8, 2014.

Your Make-up Oral Examination date and time is **May 9, 2014 at 11:00AM.**

Oral Exam Location:
Controller's Office
City Hall, Room 488

1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

What to bring to Exam:

Present this notice with a valid photographic identification and the attached "Information for Oral Examination Candidates" notice. Please note, the oral exam panel will not have access to your application or resume.

Please arrive 10 minutes prior to your assigned time. If you are no longer interested in the position, let us know as soon as possible. We cannot offer another make-up exam date.

If you have any questions, you may contact me via email @ Vicente.Centeno@sfgov.org or phone (415)554-7506

Sincerely,

Vicente Centeno
Human Resources/Controller's Office

For more detailed information regarding Position Based Testing Examinations for the City and County of San Francisco, which specifies announcement and application policies and procedures including applicant's appeal rights, can be obtained at http://www.sfgov.org/site/civil_service_index.asp. Copies of this information can also be obtained at One South Van Ness, 4th floor San Francisco, CA 94103.

From: Centeno, Vicente (CON)
Sent: Tuesday, April 29, 2014 4:42 PM
To: 'Khalid Khan'
Subject: FW: Part two Oral examination Class 1218

Dear Khalid,

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This is to follow-up on the status of your 1218 application. We sent invitation notices to participate in the Oral Examination on April 11, 2014. The Oral Examination took place on Tuesday, April 22nd and Wednesday, April 23rd. Your scheduled time was on Tuesday, April 22nd at 3pm. Unfortunately the only other date we could have offered you to take the exam was on the April 23rd but you appeared to be out of town this week. We have completed the examination process and cannot delay finalizing the process. You will need to re-apply for this recruitment or other 1218 recruitments city-wide the next time an examination announcement is issued. We appreciate your interest in the position and hope you continue to apply to future recruitments.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Centeno, Vicente (CON)
Sent: Friday, April 04, 2014 9:41 AM
To: 'Khalid Khan'
Subject: RE: Part two Oral examination Class 1218

Hi Khalid,

Thank you for letting us know. We will definitely keep this in mind for our records. At this time, we have not sent notifications on next step in process yet.

Vicente Centeno

Controller's Office/Human Resources

1 Dr. Carlton B. Goodlett Place, Room 488

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San Francisco, CA 94102

Phone: (415) 554-7506

Fax: (415) 554-7126

From: Khalid Khan [mailto:_____]
Sent: Friday, April 04, 2014 12:09 AM
To: Centeno, Vicente (CON)
Subject: Part two Oral examination Class 1218

Dear Vicente,

As my application for the above examination has moved to the next step of oral exam, I must inform you that my upcoming approved vacation are starting April 7th, 2014, which I will be delaying for few days until April 10th, 2014 in anticipation of taking part in this exam., if it is held by that date, after that I may not be able to delay any further. I had requested my vacation prior to this (class 1218) announcement, I request that if the 2nd part of this examination is not held before my leaving town on April 10th, 2014, I should be given an opportunity to take part on this examination upon my return date of May 8th, 2014 or after.

I hope you consider my request in kindly and allow me to take part in this exam. on my return. Thank You

Sincerely


Khalid Khan

1218 Payroll Supervisor (PBT) Notice

From: Vicente.Centeno@sfgov.org

Sent: Wed 3/26/14 12:28 AM

To:



Tuesday, March 25, 2014

KHALID KHAN

Dear KHALID KHAN:

Thank you for expressing interest in the 1218 Payroll Supervisor (CON PPSD) under Position Based Testing Examination.

We are unable to accept your application for this position at this time because the information on your application does not show that you meet the experience requirement as stated on the exam announcement:

Experience

Does not meet three (3) years of payroll supervisory experience. Current duties as provided are not within supervisory capacity.

The Minimum Qualifications as stated on the announcement are as follows:

1. Possession of a high school diploma or an equivalency certificate (e.g., G.E.D. or California High School Proficiency Certificate); AND
2. Four (4) years of verifiable supervisory experience in a position administering the activities of a large and complex computerized payroll and/or personnel system. Qualifying experience must have been gained in the last ten years.

SUBSTITUTION: Possession of a baccalaureate degree from an accredited college or university with major coursework in Accounting, Business Administration, or Business Management Information Systems may substitute for one year of the total of four years' supervisory experience.

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If you have additional documentation supporting your experience, please submit an employment verification letter verifying the qualifying experience along with an email response summarizing qualifications to support your experience meeting the Minimum Qualification of this class as stated above. City employees may submit performance evaluations to verify qualifying experience. City and County of employees shall receive credit only for the duties of the class to which appointed or assigned, unless sufficient and credible documentation is provided to verify performance of other duties.

This supporting information must be submitted within five (5) working days from the date of this electronic mail. Information received via telephone will not be accepted as proof of experience.

Failure to submit additional documentation by the requested date will result in the rejection of your application.

The verification documentation may be submitted by replying directly to this email.

Please make sure to include a cover sheet with your supporting information. Should you have any questions, please feel free to contact me at Vicente.Centeno@sfgov.org or at 415-554-7506.

Sincerely yours,

Vicente Centeno
Controller's Office/Human Resources

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>

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1218 Payroll Supervisor (CON PPSD)

Recruitment #PBT-1218-062934

Department Controller

Analyst Vicente Centeno

Date Opened 3/19/2014 3:30:00 PM

Filing Deadline 3/21/2014 5:00:00 PM

Salary \$37.21 - \$45.23/hour; \$6,450.00 - \$7,839.00/month;
\$77,402.00 - \$94,068.00/year

Job Type Permanent PBT

Employment Type Full-Time

INTRODUCTION

1218 Payroll Supervisor

Office of the Controller, Payroll and Personnel Services Division (PPSD)

This is a Position-Based Test conducted in accordance with Rule 111A of the San Francisco Civil Service Commission Rules.

Note: This announcement has been amended to extend the filing date for additional recruitment purposes. The application filing deadline for this examination announcement is close of business, March 21, 2014.

Note: The eligible list resulting from this Position Based Testing Examination will be used to fill two (2) vacancies in classification 1218 Payroll Supervisor. These positions are located at the Payroll and Personnel Services Division of the Controller's Office.

Position Description I (Payroll Support Coordinator):

Under general direction the Payroll Support Coordinator, is responsible for planning and administering activities that support a large scale payroll operations unit. This work requires excellent prioritization and analysis skills in order to manage critical deadlines and policy requirements in producing a complex payroll.

Essential duties for this position include but are not limited to: Executes bi-weekly payroll tasks utilizing PeopleSoft 9.0 delivered and customized processes, reports, queries and tools; Conducts quality assurance of bi-weekly payroll tasks utilizing PeopleSoft 9.0 delivered and customized processes, reports, queries and tools; Develops and updates procedures and techniques for payroll and related personnel functions; writes new procedures to implement the policies; Participates in conferences and staff meetings relating to departmental activities; Participates in meetings regarding the PeopleSoft payroll system, personnel and operations; Participates in user training on topics including quality assurance and testing, prepares instructional manuals; Assists in the analysis of user needs and requirements; Participates in the implementation of new payroll-related applications; may test software to ensure compatibility; Prepares procedures documentation; generates reports and statistics; Coordinates with users and outside vendors, when necessary, to initiate or respond to service requests; implement solutions to problems; performs other duties as assigned.

Position Description II (Operations):

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Essential Duties include but are not limited to: planning and administering the activities of payroll clerks assigned to the operations of the PeopleSoft 9.0 Payroll for North America system; training, supervising and evaluating payroll staff performance; interpreting pertinent laws, ordinances, regulations, policies, memoranda of understanding, contract provisions and procedures; compiling and analyzing budget statistics information/data and preparing reports; establishing and maintaining accurate records of employees' master file in the citywide PeopleSoft System; attending meetings, representing the department on payroll matters; supervising and training employees in the preparation, review and maintenance of a variety of complex payroll, personnel and related records and reports; performing other duties as required.

These positions may require applicants to be available to work after hours, weekends and holidays in different locations whenever necessary to support Payroll operations.

MINIMUM QUALIFICATIONS

1. Possession of a high school diploma or an equivalency certificate (e.g., G.E.D. or California High School Proficiency Certificate); **AND**
2. Four (4) years of verifiable supervisory experience in a position administering the activities of a large and complex computerized payroll and/or personnel system. Qualifying experience must have been gained in the last ten years.

SUBSTITUTION: Possession of a baccalaureate degree from an accredited college or university with major coursework in Accounting, Business Administration, or Business Management Information Systems may substitute for one year of the total of four years' supervisory experience.

Desirable Qualifications:

- Experience managing a Payroll Department in the Public Sector;
- Experience complying with Collective Bargaining Unit Agreements, Charter Amendments and Administrative Codes for a municipality as related to Payroll;
- Two (2) years experience executing bi-weekly payroll tasks with PeopleSoft Payroll for North America Module Version 8.8 or higher;
- Hands-on familiarity with other Payroll Software Applications;
- Experience writing manuals and maintaining written directives;
- Experienced in maintaining, monitoring and implementing systemic operation requirements;
- Possession of a baccalaureate degree from an accredited college or university with major coursework in Accounting, Business Administration or Business Management Information Systems;
- Demonstrated knowledge in the area of query reporting;
- One (1) year experience with PeopleSoft performing bi-weekly payroll tasks and quality assurance utilizing Time and Labor Module Version 8.8 or higher;
- One (1) year experience with PeopleSoft performing bi-weekly payroll tasks and quality assurance utilizing Absence Module Version 8.8 or higher;
- One (1) year experience producing customized processes, reports, queries and tools with PeopleSoft PeopleTools Query version 8.50 or higher;
- One (1) year experience utilizing SQL query.

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

HOW TO APPLY

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item(s) constitute(s) abuse of discretion by the Human Resources Director. Appeals must be submitted directly to the Executive Officer of the Civil Service Commission within five business days of the announcement issuance date.

CONVICTION HISTORY

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.

Candidates applying 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 applying 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.

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

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://www.sfdhr.org/index.aspx?page=20> 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.

Exam Type: CPE

Issued: February 21, 2014

Amended: March 19, 2014

Micki Callahan

Human Resources Director

Department of Human Resources

Recruitment ID Number: PBT-1218-062934

CON/VC/ (415) 554-7506

BENEFITS

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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.

[Contact SFGov](#) [Accessibility](#) [Policies](#)

City and County of San Francisco ©2000-2013

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Applications for City and County of San Francisco jobs are **only** 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
- 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, @flsfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmra.com, @sfpl.org, @dcyf.org, @first5sf.org).

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, Vicente Centeno, by telephone at (415) 554-7506, or by email at Vicente.Centeno@sfgov.org

SELECTION PLAN

Supplemental Questionnaire: (Weight 50%)

The responses to the supplemental questionnaire will be used to evaluate qualified candidates and measure knowledge, skills and/or abilities which include but not limited to: Ability to use spreadsheets, software programs and payroll systems; knowledge of applicable laws, regulations governing the preparation of payroll operations; Ability to analyze, coordinate, control and enforce existing payroll methods, laws and regulations; Knowledge of methods and procedures utilized to manage and operate a large, complex and computerized payroll and personnel system; Ability to communicate clear, concise and effectively in writing.

Oral Examination: (Weight 50%)

Candidates who receive a minimum passing score on the Supplemental Questionnaire will be invited to participate in the Oral Examination. Candidates will be tested to determine their relative

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knowledge, skills, and abilities in job-related areas which include but not limited to: Oral Communication ability; Ability to perform effectively in stressful situations; Interpersonal Skills; Ability to train and supervise staff.

Note: Applicants who meet the minimum qualifications are not guaranteed to advance through all of the steps in the selection process.

Verification:

Applicants will be required to submit verification of qualifying education and experience at any point in the application, examination and/or departmental selection process.

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.

Certification:

The certification rule for the eligible list resulting from this examination will be Rule of Three (3) Scores. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

Eligible List:

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

The duration of the eligible list resulting from this examination process will be of Six (6) months, and may be extended with the approval of the Human Resources Director.

Upon approval of the Human Resource Director (see Civil Service Rule 111A.26.5), the eligible list resulting from this announcement may be used by other departments that also use this classification or a similar classification. To find other Departments which use this classification, please see <http://www.sfdhr.org/Modules/ShowDocument.aspx?documentID=13693>. Search that document by title or job code to see which departments use the classification.

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://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

Information regarding requests for **Veterans Preference** can be found at: <http://www.sfdhr.org/index.aspx?page=20#veteranspreference>

Seniority Credit in Promotional Exams:

Information regarding seniority credit can be found at: <http://www.sfdhr.org/index.aspx?page=20#senioritycredit>

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.

The terms of this announcement may be appealed under Civil Service Rule 111A.35.1. The standard for the review of such appeals is 'abuse of discretion' or 'no rational basis' for establishing the position description, the minimum qualifications and/or the certification rule. Appeals must include a written statement of the item(s) being contested and the specific reason(s) why the cited

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**Commissioners'
Announcements/
Request**

Adjournment