Applying for Jobs at the City and County of San Francisco

Best Practices Guide

Developed by the Office of the City Administrator in partnership with the Department of Public Works

The **Office of the City Administrator** is committed to ensuring that the Department is a safe, equitable, and inclusive workplace for individuals of all races. This includes creating opportunities for hiring, promotion, retention, training, and development, particularly for Black, Indigenous, and people of color (BIPOC).
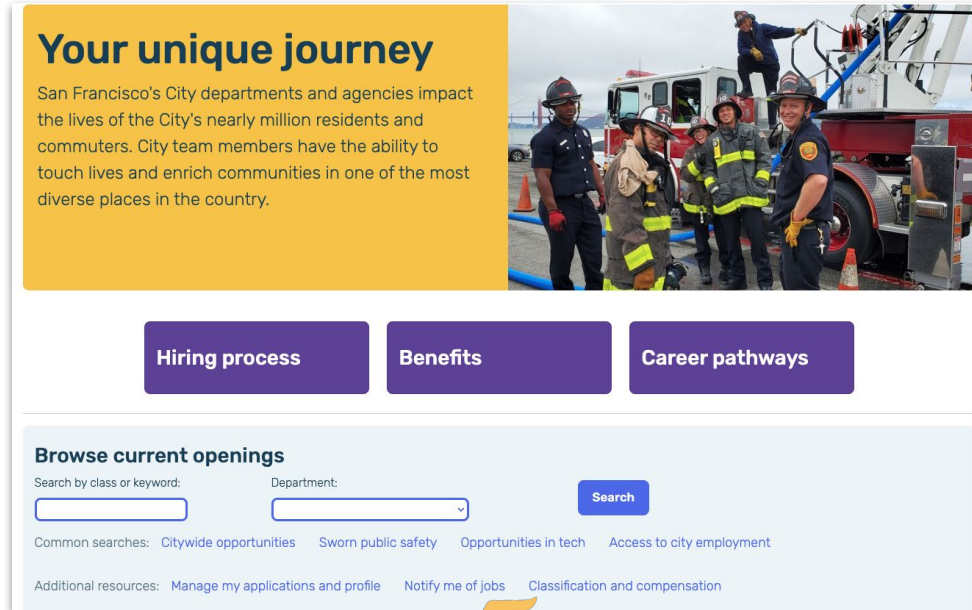
This best practices guide aims to support potential City job candidates and current employees seeking promotion opportunities through the application process.

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Staying up-to-date on new job openings

Don't miss a new job posting! You can sign up to receive alerts about new job postings on the City and County of San Francisco careers site **Careers.sf.gov**

Staying up-to-date on new job openings

- You do not need to complete all the fields to sign up for job alerts.
- Enter keywords related to the job you are interested in such as:
  - City job classifications (e.g., 1404)
  - Words or phrases (e.g., Clerk, Project Manager).
- To receive alerts about multiple jobs, you must separate job alerts for each keyword.
- Do not use commas or semicolons such as "project manager, project management."

Understanding the application process

Learn more about the application process and what to expect when you submit an application.

- Visit the Department of Human Resources **Job Seekers** page to learn each step of the process and find more resources about applying for City jobs.
- Visit the Office of the City Administrator's **Resources for Job Seekers** page to review our guide on how to apply to City jobs and see tips to support you through the process

Application Process

Find a Role and Apply

Start by finding the job for you and submitting your application. Learn how to apply for a position.

Initial Review

We'll review your application to make sure you have the appropriate set of skills for the role (2-4 weeks).

Exam and Interview

You're almost there! If specified in the job announcement, you may have to take an exam; otherwise, the hiring manager will decide who moves onto the interview. (4-12 weeks).
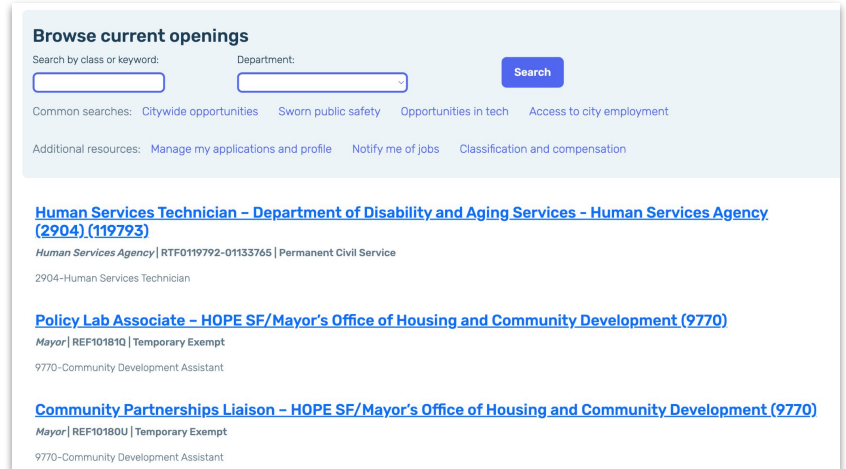
Background Check

All jobs require some type of standard screening. Check out the job announcement for more details (1-8 weeks).

We believe in a diverse and inclusive workforce. To learn more, see our Equal Employment Opportunity website.

Finding a role

Visit the City and County of San Francisco careers site at **Careers.sf.gov** to find roles you are interested in.

- Use the search feature to find jobs using keywords such as "manager" "construction," and "technology."
- Filter the list to search for jobs by City department.
- Find remote jobs by checking off the "Employees can work remotely" box at the top of the page.

Browse current openings

Search by class or keyword:

Department:

Search

Common searches: Citywide opportunities   Sworn public safety   Opportunities in tech   Access to city employment

Additional resources: Manage my applications and profile   Notify me of jobs   Classification and compensation

Human Services Technician – Department of Disability and Aging Services - Human Services Agency (2904) (119793)
Human Services Agency | RTF0119792-01133765 | Permanent Civil Service
2904-Human Services Technician

Policy Lab Associate – HOPE SF/Mayor's Office of Housing and Community Development (9770)
Mayor | REF10181Q | Temporary Exempt
9770-Community Development Assistant

Community Partnerships Liaison – HOPE SF/Mayor's Office of Housing and Community Development (9770)
Mayor | REF10180U | Temporary Exempt
9770-Community Development Assistant

Reviewing job postings

Once you have found a job you are interested in on SmartRecruiters, pay attention to its:

- Work hours and location
- Compensation
- Exam type, if required
- Role type - Learn more about role types on the **City's careers site**.

Department: Human Services Agency
Job Class: <u>2904-Human Services Technician</u>
Role Type: Permanent Civil Service *What does this mean?*
Hours: Full-time
Exam Type:
Rule: *What does this mean?*
List Type:

How to Qualify

1. Six (6) months verifiable hands-on professional or volunteer experience in the care, feeding and/or handling of animals in a facility that cares for and/or houses animals (e.g. animal care/control agency, humane society, veterinary hospital, boarding or pet day care facility, or pet store), working principally with dogs and cats; **OR**

2. 30 semester or 45 quarter units of coursework in an animal husbandry, veterinary science or a related program at an accredited college or university.

Important: <u>Your application MUST include a resume.</u> To upload these item(s), please attach using the "additional attachments" function.

- Role description
- Role description
- Minimum qualifications required
- Other application requirements established by the hiring department
-

Demonstrating you meet the minimum qualifications for a job

To be eligible for a job, applicants must meet the minimum qualifications (MQs) listed on the job description. It is important that the information you provide in your application demonstrates how you meet each of the requirements.
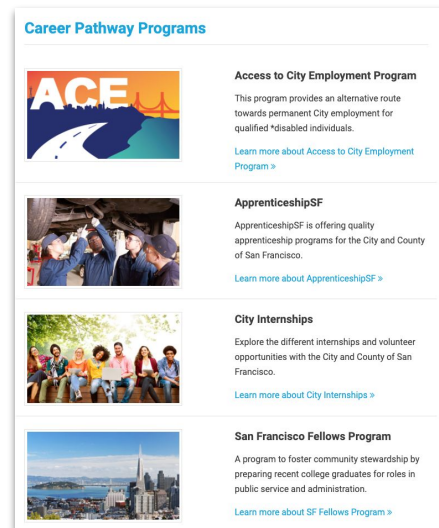
- Ensure you meet the MQs by counting the years and months of experience in the areas indicated in the job posting.
- Be prepared to contact previous employers. They will need to verify your work experience.
- Prepare documentation verifying you meet the MQs. These might be copies of your diplomas, college transcripts, certifications, or licenses.

What if you don't meet the minimum qualifications for the job you want?

If you do not meet the minimum qualifications for a job, **do not give up!** Now that you know what qualifications are needed, **you can work towards acquiring them.**

- This might mean obtaining a certificate, job experience, or pursuing the degrees required.
- The City offers **Career Pathway Programs** that welcome entry level employees and apprentices.
  - **Access to City Employment Program**
  - **ApprenticeshipSF**
  - **City Internships**
  - **San Francisco Fellows Program**
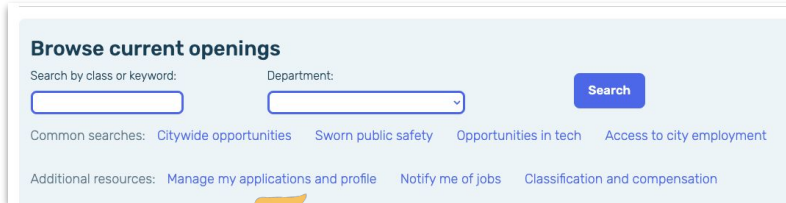
Career Pathway Programs

Access to City Employment Program

This program provides an alternative route towards permanent City employment for qualified *disabled individuals.

Learn more about Access to City Employment Program »

ApprenticeshipSF

ApprenticeshipSF is offering quality apprenticeship programs for the City and County of San Francisco.

Learn more about ApprenticeshipSF »

City Internships

Explore the different internships and volunteer opportunities with the City and County of San Francisco.

Learn more about City Internships »

San Francisco Fellows Program

A program to foster community stewardship by preparing recent college graduates for roles in public service and administration.

Learn more about SF Fellows Program »

Managing your applications

SmartRecruiters, the City's application platform allows you create a profile to save your information and manage your applications. Visit **Smartr.me** to create or access your profile or click on "Manage my applications and profile" on the **City's career site**.
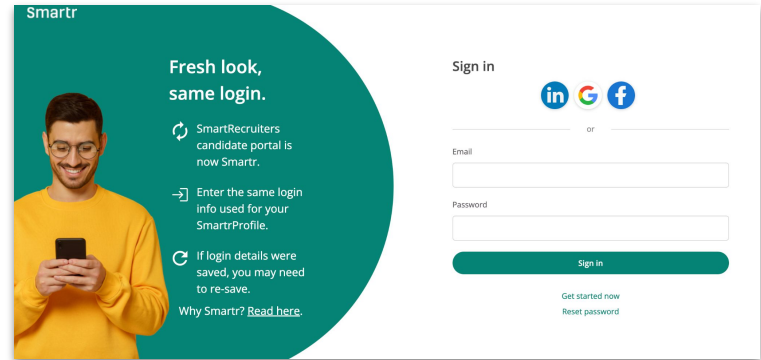
City employees can create profiles from the **SF Employee Gateway** by visiting the **MyApps Portal** page. Visit our **Resources for Job Seekers** to learn more about SmartRecruiters.

Preparing for interviews

Job interviews are an opportunity to share information about your work experience, skills, and professional background with hiring managers and interview panels.

- Visit our **Resources for Job Seekers** page to review our Practice Interview Questions for Job Seekers to prepare before your interview.
- Familiarize yourself with the department and the job you are interviewing for.
- Prepare questions to ask your interviewers. Employment is a relationship between you and the employer. Interviews are an opportunity for you to learn more about the department and determine if it is a good fit for you.

Preparing for examinations, if required

Job seekers applying to permanent civil service positions who meet the minimum qualifications are invited to go through examinations to be placed on eligible candidate lists. The purpose of the examination is to create an applicant pool of qualified candidates to be considered for employment.

- Take a method identification showing your picture photograph to your examination appointment.
- If your examination is in person, dress comfortably and arrive on time.
- Closely follow the instructions shared by the hiring manager contacting you to invite you to your examination.

Background & reference checks

After being extended a conditional job offer, prospective employees may be required to complete background and reference checks. The types of checks differ across jobs. You may be required to complete the following:

- Medical examination, which might include drug testing
- Fingerprinting
- Background check and/or security clearance
- Criminal record - Review the City's **Conviction History FAQs**
- Motor vehicle record
- Work history (job title, start and end dates, hours worked, and job duties) verifiable by your previous employers

Overview of the hiring process workflow

Position approval

Before starting the hiring process, hiring managers complete a few approval steps.

These include:
- Reviewing the status of current vacancies
- Reviewing budgeted and allocated positions
- Getting additional approval from the Department of Human Resources

This is typically known as the Request to Fill portion of the hiring process.

DURATION:
~1-4 WEEKS

Build the funnel

The hiring team begins recruiting for the job.

They target the right audiences and amplify the job to get as many eyes on it as possible.

Strategies include posting the job on job portals, social media sites, and conducting outreach to community based organizations and other networks.

This step might not be needed if there is an existing list of qualified applicants.

DURATION:
~1-4 WEEKS

Screen for key skills

The hiring team reviews applications to verify which applicants meet the minimum qualifications for the job.

For Permanent Civil Service jobs, this includes an examination.

This will determine an eligible list of candidates to choose from.

DURATION:
~4-16 WEEKS

Selection

The hiring team selects qualified candidates to move forward with and interview.

The hiring team is not able to select Permanent Civil Service applicants beyond the list of eligible candidates submitted by HR.

This is known as the "certification rule," which is determined by:
- # of hires city-wide
- # of eligible candidates
- negotiations with Unions

DURATION:
~1-3 WEEKS

Background checks

Prospective employees go through a security screen. The number of checks is determined by their roles and responsibilities and the department they are joining.

This process involves the FBI and the Department of Justice, so it is common for it to take a while to complete.

The hiring team keeps candidates updated on the status of the checks when possible.

DURATION:
~1-8 WEEKS

Employee starts

The new employee is onboarded!

New employees complete required onboarding trainings and paperwork.

DURATION:
~1-2 WEEKS

Links to City resources for job seekers

How to Apply for a Position

Understanding the Hiring Process

Career Pathway Programs

Benefits Overview

Conviction History FAQs

City Career Opportunities

SmartRecruiters

Office of the City Administrator

Department of Public Works

Department of Technology

ADM Careers

DPW Careers

DT Careers

Click on the resource you'd like to access or scan the QR code with your phone.

This resource was developed as a collaborative effort between:

Office of the City Administrator - HR:
- Racial Equity
- Hiring and Recruitment
- Training and Organizational Development

Department of Public Works - Administration:
- Racial Equity
- Outreach and Public Relations
- Public Works University

If you have any questions, please email the CAO Human Resources Team at CityAdminHR@sfgov.org