



2022-2023 Civil Grand Jury Report

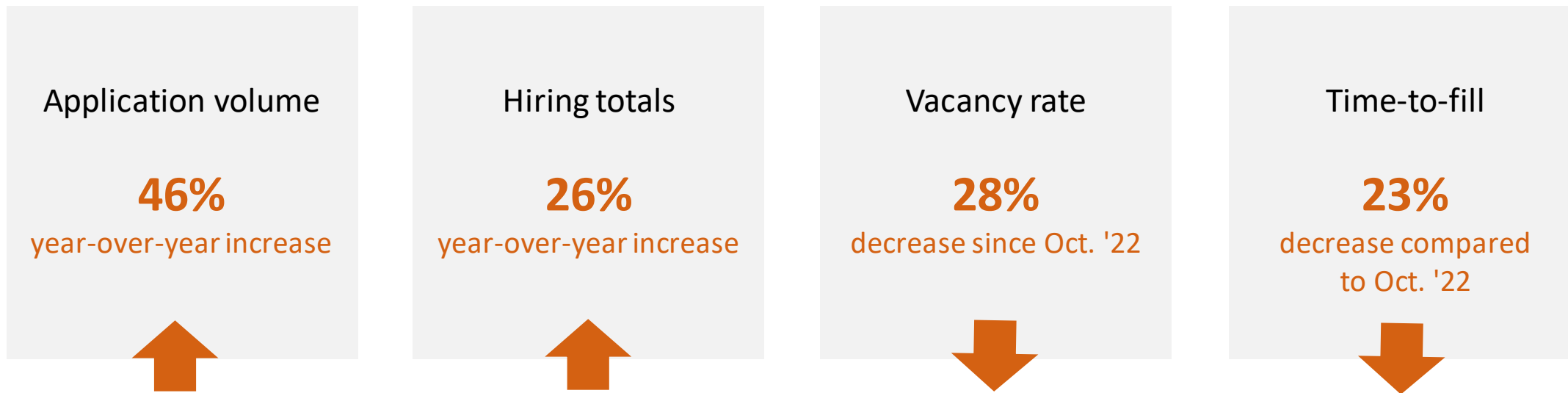
Time to Get to Work - San Francisco's Hiring Crisis

**Response from the Department of Human Resources
City and County of San Francisco**

December 7, 2023

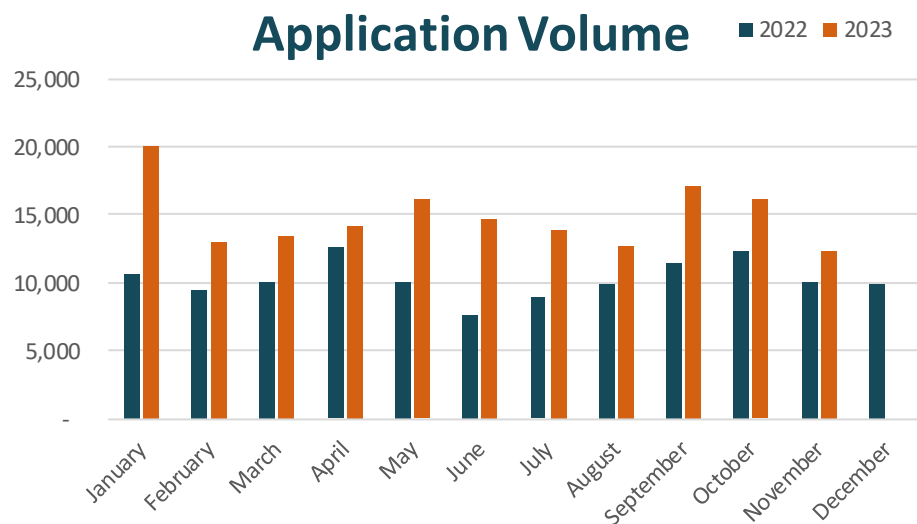


Key Hiring Trends Improving

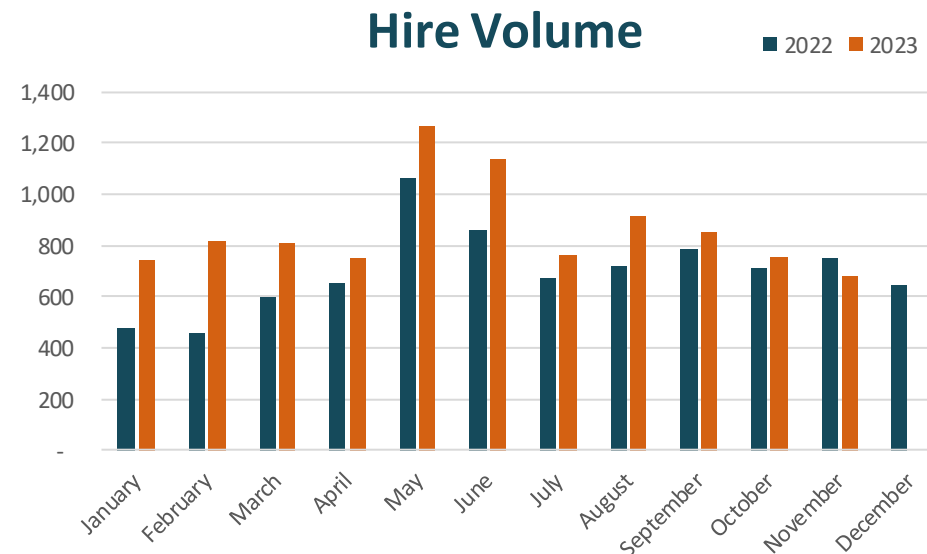




Outcomes—Application and Hire Volume



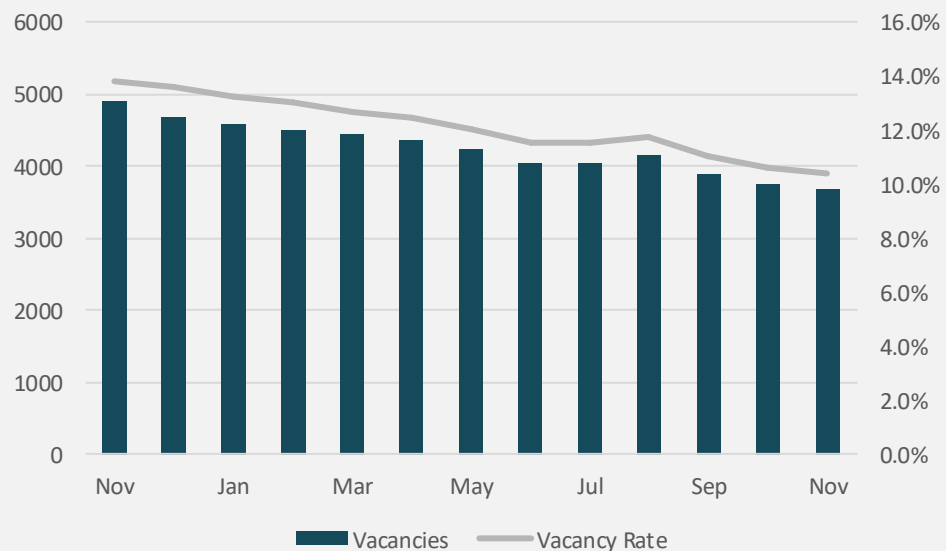
46%
year-over-year increase



26%
year-over-year increase

Reducing the vacancies

28% decrease



Decreasing time-to-fill

23%

decrease in hiring time for
Permanent Civil Service
positions

~150 days

time-to-fill across
all job types



Process
Improvements



Civil Service
Rule Reforms



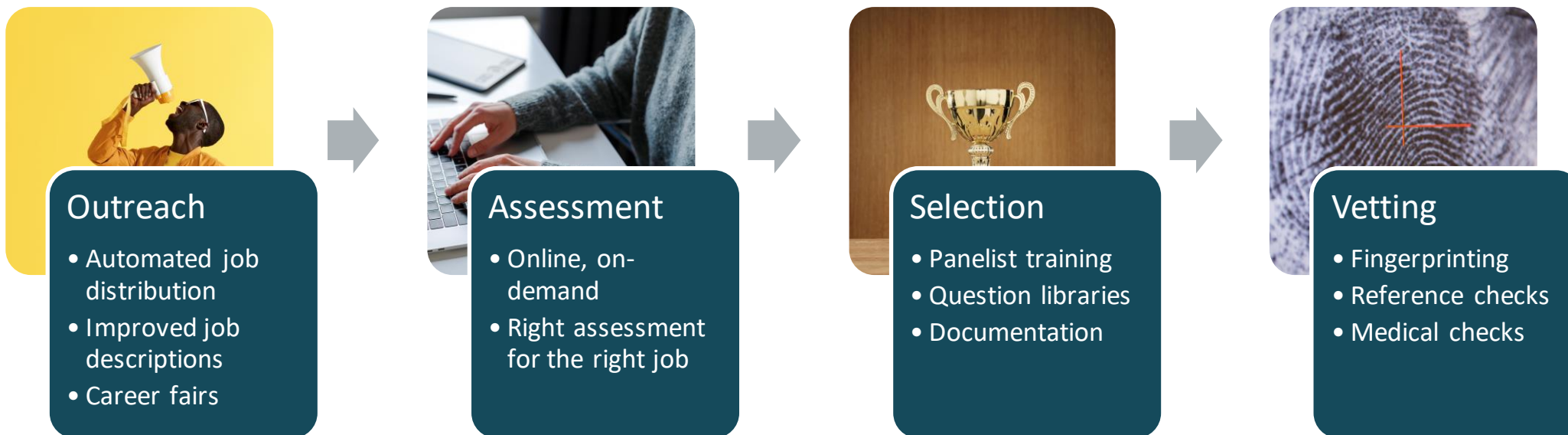
Technology

Data + Feedback + Change Management



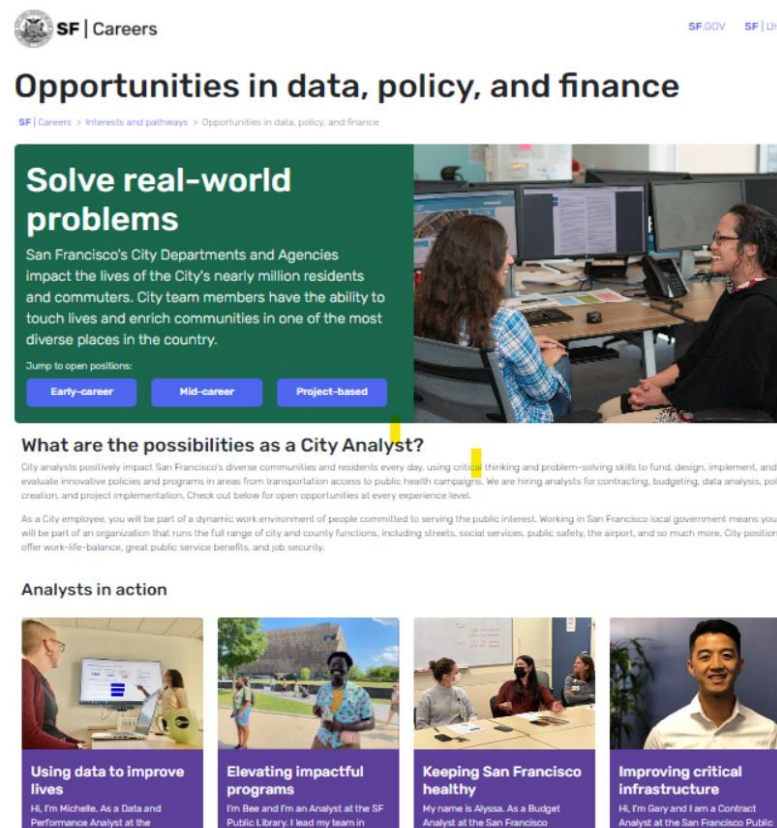
Expediting and Modernizing Hiring through Rule Reform

- Removing Barriers to Hiring
- Aligning Rules with Advancements in Technology
- Making the Examination and Hiring Processes Faster
- Providing Flexibility for Specific Recruitment Needs
- Providing Clarity and Consistency of Language



Interventions at Each Stage of the Hiring Process

- Updated Minimum Qualifications
- Developed a new webpage
- Streamlined the job description
- Marketed the job through online platforms
- Administered online, on-demand exam
- Automated the scoring of assessments
- Organized coordinated interview panels across departments
- Implemented candidate vetting reforms
- Leveraged data throughout to inform process



SF | Careers SF.DOV SF | DHR

Opportunities in data, policy, and finance

SF | Careers > Interests and pathways > Opportunities in data, policy, and finance

Solve real-world problems

San Francisco's City Departments and Agencies impact the lives of the City's nearly million residents and commuters. City team members have the ability to touch lives and enrich communities in one of the most diverse places in the country.

Jump to open positions:


[Early-career](#) [Mid-career](#) [Project-based](#)

What are the possibilities as a City Analyst?

City analysts positively impact San Francisco's diverse communities and residents every day, using critical thinking and problem-solving skills to fund, design, implement, and evaluate innovative policies and programs in areas from transportation access to public health campaigns. We are hiring analysts for contracting, budgeting, data analysis, policy creation, and project implementation. Check out below for open opportunities at every experience level.


As a City employee, you will be part of a dynamic work environment of people committed to serving the public interest. Working in San Francisco local government means you will be part of an organization that runs the full range of city and county functions, including streets, social services, public safety, the airport, and so much more. City positions offer work-life balance, great public service benefits, and job security.

Analysts in action




Using data to improve lives

Hi, I'm Michelle. As a Data and Performance Analyst at the




Elevating impactful programs

I'm Bee and I'm an Analyst at the SF Public Library. I lead my team in



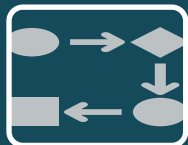
Keeping San Francisco healthy

My name is Alyssa. As a Budget Analyst at the San Francisco



Improving critical infrastructure

Hi, I'm Gary and I am a Contract Analyst at the San Francisco Public



Continuing to improve all stages of the process



Advancing civil service rule reforms



Launching data and analytics tools



Continuing to address high-vacancy job classes



Upskilling HR Analysts