

**CLASS SPECIFICATION**  
**SAN DIEGO CITY CIVIL SERVICE COMMISSION**  
**ORGANIZATION EFFECTIVENESS SPECIALIST II – 1614**

**DEFINITION:**

Under direction, to plan, conduct, and facilitate specific organization effectiveness and training programs throughout the City; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

This is the fully experienced or journey-level class in the Organizational Effectiveness Specialist series. In a training capacity, positions classified at this level may be underfilled with an Administrative Trainee or Organizational Effectiveness Specialist I in accordance with the City's Career Advancement Program.

**\* EXAMPLES OF DUTIES:**

- Designs, conducts, and facilitates a variety of workshops and training programs;
- Assists departments in identifying and implementing new programs and procedures;
- Designs and utilizes diagnostic surveys and other evaluation tools to design, implement, and evaluate organizational improvements;
- Consults with departments on system-wide management and productivity changes;
- Conducts needs assessment surveys to determine employee attitudes and problems;
- Designs organization development or training programs to remedy specific problems;
- Designs and conducts surveys to assess citizen satisfaction with City services;
- Consults with clients on organizational interventions at the team, inter-team, and large group levels;
- Works with operating departments to develop solutions to departmental problems;
- Introduces new management and productivity concepts to City departments;
- Communicates findings and recommendations effectively both verbally and in written formats;
- Makes presentations before groups.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

- \* EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**

A Bachelor's Degree or equivalent education (i.e., minimum completed units = 120 semester/180 quarter); **AND** two years of full-time professional experience as an internal or external consultant in developing and administering planned organization development programs designed to improve the efficiency and operational effectiveness of an organization through planned interventions in the organization's processes and operations. Qualifying experience must include experience in five or more of the following methods: survey design, administration, analysis, and feedback; program evaluation and report writing that summarizes the evaluation; workshop, team building, or small group facilitation; leadership, management, and employee development via training, team building, and/or coaching; mediation and conflict management; education/training programs; performance measurement and management; strategic/business planning; customer satisfaction programs; efficiency and/or optimization studies; climate and/or culture improvement interventions; or succession planning.