

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

ORGANIZATION EFFECTIVENESS SPECIALIST I - 1613

DEFINITION:

Under general supervision, to plan, conduct, and facilitate specific organization effectiveness and training programs of limited scope throughout the City; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the sub-journey class in the Organizational Effectiveness Specialist series. Most positions are classified as Organizational Effectiveness Specialists II, the journey-level, and may be underfilled with Organizational Effectiveness Specialists I, in accordance with the City's Career Advancement Program. This class is distinguished from the next higher class, Organizational Effectiveness Specialist II, in that Organizational Effectiveness Specialists I typically design, conduct, and facilitate workshops of a narrower scope, and receive more direction and guidance in their assignments.

*** EXAMPLES OF DUTIES:**

- Designs, conducts, and facilitates organization effectiveness and training workshops of a limited scope;
- Utilizes diagnostic surveys and other evaluation tools to design, implement, and evaluate organizational improvements;
- Assists departments in identifying operational problems and assists in developing and implementing new programs and/or procedures;
- Consults with clients on organizational interventions at the team, inter-team, and large group levels;
- Conducts needs assessment surveys to determine employee attitudes and problems;
- Designs, conducts, and facilitates training programs and workshops to remedy specific problems;
- 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** one year 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; or climate and/or culture improvement interventions.