

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
ORGANIZATION EFFECTIVENESS SPECIALIST I

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;
- Conducts needs assessment surveys to determine employee attitudes and problems;
- Designs, conducts and facilitates training programs and workshops to remedy specific problems;
- Writes reports;
- 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 Announcement for updated minimum qualifications.

A Bachelor's degree or equivalent education (i.e., minimum completed units of 120 semester/180 quarter units); **AND** one year of 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. Qualifying experience must include experience in five or more of the following methods: survey methodology; work description and work measurement; program evaluation; team building; large systems intervention; conflict management; strategic planning; small group facilitation; development of organizational training programs; performance reporting systems; management development; or cost-benefit analysis. A Master's degree in Public Administration, Business Administration (Management), or a behavioral science may be substituted for a maximum of one year of the required experience.

- * **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.