

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

ORGANIZATION EFFECTIVENESS SPECIALIST III

DEFINITION:

Under direction, to plan, conduct, and administer the most difficult, complex, and sensitive organization effectiveness studies and training programs throughout the City; to lead the work of professional staff; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the super-journey class in the Organizational Effectiveness Specialist series. This class is distinguished from Organizational Effectiveness Specialist II, the journey-level class, in that Organizational Effectiveness Specialists III are responsible for planning, conducting, and administering the most difficult and complex organization effectiveness studies, and lead the work of other professional level staff.

*** EXAMPLES OF DUTIES:**

- Performs the most difficult and complex organizational interventions;
- Leads professional staff in researching, designing, and conducting City-wide training, organization development, and productivity programs;
- Plans, schedules, and coordinates training programs in management development, productivity improvement, and labor relations;
- Works with operating departments to develop solutions to departmental problems;
- Monitors expenditures and progress on program objectives to ensure that all contractual agreements are met;
- Monitors the performance of consultants and assists them in designing and conducting training programs;
- Assists in the training and development of staff;
- Schedules the work of staff as assigned;
- Prepares special reports;
- Makes presentations before groups;
- Performs other related administrative duties.

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** three years 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.