

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
ORGANIZATION EFFECTIVENESS SPECIALIST III – 1612

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 performing complex and sensitive large-scale organization effectiveness efforts;
- Plans and conducts optimization efforts;
- Plans, schedules, and coordinates training programs in management development, productivity improvement, and labor relations;
- Manages programs for performance measurement;
- Develops and deploys surveys and performs statistical analyses;
- 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;
- Diagnoses organizational problems and design effective intervention strategies;
- Assists in the training and development of staff;
- Manages strategic business planning processes;
- Schedules and coordinates the work of staff;
- Prepares and presents special reports;
- Represents management in meetings with client groups;
- Makes presentations before groups;
- Performs other related administrative duties.

*** 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.

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>.

A Bachelor's Degree or equivalent education (i.e., minimum completed units = 120 semester/180 quarter); **AND** three 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, teambuilding, 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.