

OAKLAND UNIFIED SCHOOL DISTRICT

Office of the Superintendent of Schools

June 13, 2012

Legislative File	
File ID Number:	12-1259
Introduction Date:	6/13/12
Enactment Number:	
Enactment Date:	
By:	

TO: Board of Education

FROM: Jacqueline P. Minor, General Counsel
Brigitte Marshall, Associate Superintendent, Human Resources Services and Support

SUBJECT: Elimination and Creation of Classified Positions, Reorganization of the Legal and Labor Departments



ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1112-0246 – Elimination and Creation of positions for the Reorganization of the Legal and Labor Departments.

DISCUSSION

Legal and Labor is reorganizing to better align the services provided by both organizations with the Board approved Strategic Plan. Under the reorganization, the primary focus of Labor Management and Employee Relations (LMER) will be on labor strategy, alignment of labor policies and the strategic plan and support for employees. To this end, we are creating an Employee Service Center to support the resolution of employee problems and refocusing the responsibility of the Director on labor strategy and negotiations. The employee discipline role that was a part of LMER is being moved to Legal, reporting to the Deputy General Counsel for Labor, who will assume overall responsibility for the function.

Legal and Labor Departments

Eliminate:

Position Title/FTE

Director, on Special Assignment (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Labor Relations (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 18: \$76,811 - \$98,038

12 months, 261 days, 7.5 hours

Position Title/FTE

Specialist, Employee Performance (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Labor Negotiator/Strategist (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 15: \$66,726 - \$85,170

12 months, 261 days, 7.5 hours

Legal and Labor Departments

Create:

Position Title/FTE

Director, Labor Strategy (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Employee Performance (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Coordinator, Labor (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 16: \$68,351 - \$87,235

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Employee Service Center (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 13: \$59,049 - \$75,359

12 months, 261 days, 7.5 hours

BUDGET IMPACT

Funding for these positions are from General Purpose funds.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1112-0246 – Elimination and Creation of positions for the Reorganization of the Legal and Labor Departments.

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Office of the Superintendent of Schools
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Legislative File	
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**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1112- 0246**

Legal and Labor Departments

Eliminate

- Director, on Special Assignment -
 - Director, Labor Relations -
- Specialist, Employee Performance -
 - Labor Negotiator/Strategist -

Create

- Director, Labor Strategy -
- Director, Employee Performance -
 - Coordinator, Labor -
- Manager, Employee Service Center -

WHEREAS, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

WHEREAS, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

WHEREAS, the reorganization of the Legal and Labor Departments align with the District's Strategic Plan for a Full Service Community School District, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby determines that the positions below herein enumerated as "eliminate" are eliminated, effective July 31, 2012 pursuant to Education Code section 45117 due to the elimination of services being performed, the lack of work of these former positions as aligned with the Strategic Plan and the District's financial need for efficient, effective, and accountable positions; the positions enumerated below as "create" shall be established on the salary schedule/range as stated herein, effective 12:01 a.m., July 1, 2012, as follows:

Legal and Labor Departments

Eliminate:

Position Title/FTE

Director, on Special Assignment (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Legal and Labor Departments

Eliminate (continued):

Legal and Labor Departments

Position Title/FTE

Director, Labor Relations (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 18: \$76,811 - \$98,038

12 months, 261 days, 7.5 hours

Position Title/FTE

Specialist, Employee Performance (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Labor Negotiator/Strategist (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 15: \$66,726 - \$85,170

12 months, 261 days, 7.5 hours

Legal and Labor Departments

Create:

Position Title/FTE

Director, Labor Strategy (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Employee Performance (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Coordinator, Labor (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 16: \$68,351 - \$87,235

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Employee Service Center (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 13: \$59,049 - \$75,359

12 months, 261 days, 7.5 hours

and,

BE, IT FURTHER RESOLVED, that the Board authorizes 1.0 FTE for the newly created position in the Legal Department, and 3.0 FTE for the newly created positions in the Labor Management and Employee Relations (LMER) Department.

BE IT FURTHER RESOLVED, that the Board of Education authorizes the Superintendent of Schools or his designee to: (1) send appropriate notices to all classified employees whose positions are lost, reduced, or otherwise impacted by the foregoing elimination of positions; and (2) to take all proper steps pursuant to Education Code Sections 45117 and 45308 to reduce and/or eliminate said positions.

Passed by the following vote:

AYES:

NOES:

ABSTAINED:

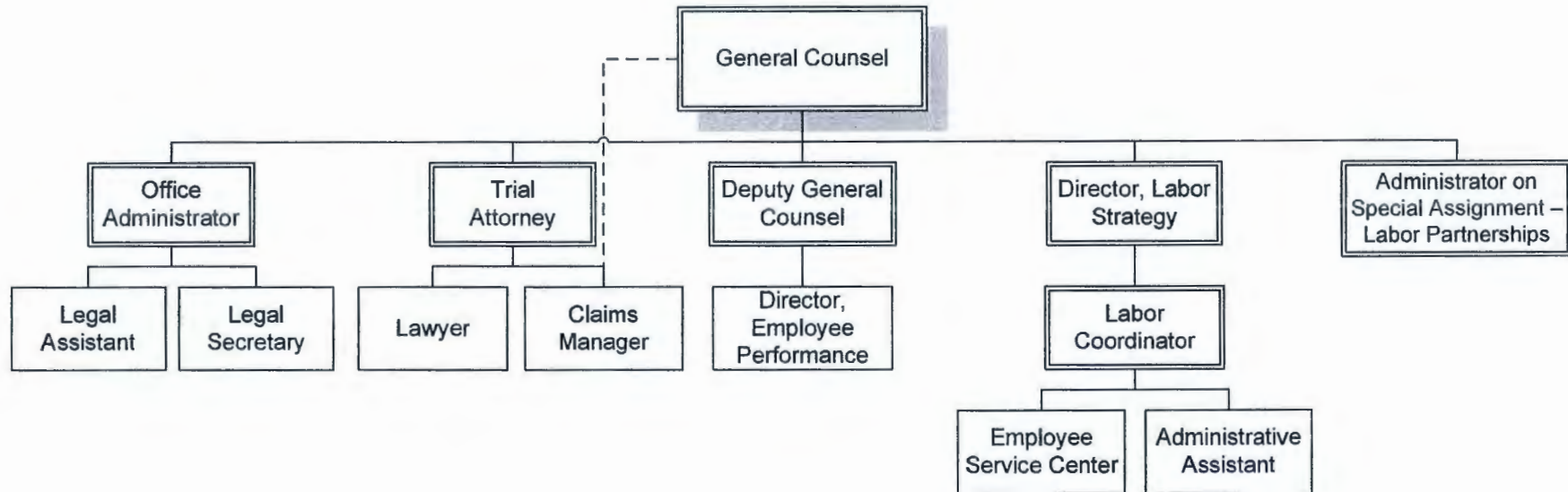
ABSENT:

I hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held June 13, 2012.

Edgar Rakestraw, Jr.
Secretary, Board of Education
Oakland Unified School District

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Legal and Labor
Organization Chart
2012-2013



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OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Labor Strategy	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: June 2012	SALARY GRADE:	CFCA 20

BASIC FUNCTION: Under minimal direction, lead development of multi-year labor strategy for each OUSD bargaining unit. Build the capacity of the labor strategy function by identifying best practices, benchmarking, developing a database, and analyzing data to support labor strategy decision making. Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to reflect the principal job elements accurately).

E = Essential Functions

Develop, negotiate and support implementation of compensation and classification framework across all employee types with timeline for implementation (i.e. salary, benefits, leave policy, career advancement) – cross functional with HR/Finance. **E**

Serve as lead District strategist on labor/bargaining unit agreements/contracts. **E**

Build consensus with key internal stakeholders, understand stakeholder issues, and actively manage change issues to develop stakeholder trust and respect. **E**

Engage in active problem solving, develop creative solutions, and engage stakeholders in your decision making process to ensure engagement and consensus building; take corrective action as needed to improve results. **E**

Set metrics for key deliverables, track and report on outcome, including objectives, timeline and estimated resources required. **E**

Research effective labor strategies in districts undergoing systemic reform efforts and propose new strategies to the leadership. **E**

Develop a labor strategy using best practice research and the District’s goals and objectives. **E**

Engage key stakeholders in the review of the development of strategy to build support and understanding. **E**

Develop tools, frameworks, polices and practices that support the labor strategy. **E**

Set clear timelines, goals, and metrics for each implementation deliverable and monitor. **E**

Document best practices and develop databases to use in policy decision support. **E**

Represent the Superintendent and the Board of Education in relationships with exclusive bargaining units and employee organizations and provide guidance to all District administrative staff members in matters relating to labor relations. **E**

Provide closed session briefings to the Board of Education and the Superintendent's cabinet regarding labor relations and negotiations. **E**

Serve as the level three hearing officer for grievances or delegate to another District officer, if appropriate. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a Master's degree in labor relations, human resource management, industrial relations, law, public administration, business administration, or related field and five years of progressively responsible experience in personnel or labor negotiations experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

State-of-the-art theories, techniques, and methodologies of labor relations, and personnel management

Administrative and collective bargaining practices and techniques

Principles and techniques of budget preparation and control

Principles and practices of administration and supervision

Budget preparation and control

Applicable laws, codes, regulations, policies and procedures related to collective bargaining, which include but are not limited to understanding of the Education Employment Relations Act, Meyers-Milias Brown Act, Fair Labor Standards Act

Any and all state and federal laws and regulations that govern working conditions that are subject to negotiations (such as FMLA, ADA, OSHA, OTETA, CFEHA, Government Codes, California Ed Code, Labor Law, etc...)

Any and all state and federal laws that govern discipline, dismissal and release of public school employees

Classification and compensation systems and wage and salary management, California teacher credentialing

School operational procedures including instructional scheduling, hours, and local procedures

The work of the different employee groups of the District

Current District collective bargaining agreements

Operation of a computer and assigned software

ABILITY TO:

Plan, organize, administer and manage labor relations for the district

Analyze and understand the financial and administrative implications of decisions and recommendations

Analyze problems, make decisions, and be responsible for those decisions

Prepare documents with speed and accuracy

Review existing and pending legislation that may impact procedural guidelines and/or the district's position (develop legislation, support, oppose, etc...)

Research, develop and recommend negotiations positions and proposals to the Superintendent and the Board of Education

Communicate effectively, both orally and in writing, with staff and community in a multiethnic educational environment

Prepare comprehensive narrative and statistical reports

Develop clear and unambiguous contract language

Maintain current knowledge of applicable provisions of federal, state and District policies, rules and regulations

Interpret, apply and explain rules, regulations, policies and procedures

Establish and maintain cooperative and effective working relationships with others

Analyze situations accurately and adopt an effective course of action

Operate a computer and assigned office equipment

Meet schedules and timelines

Work independently

Plan and organize work

Select, train, and evaluate performance of assigned personnel.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work, constant interruptions

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and make presentations; dexterity of hands and fingers to operate a computer keyboard; seeing to monitor various activities and read documents, and view computer monitors; sitting or standing for extended periods of time; kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally; lifting light objects.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1259
Introduction Date:	6/13/12
Enactment Number:	
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By:	



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Employee Performance	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: June 2012	SALARY GRADE:	CFCA 20

BASIC FUNCTION: Under minimal supervision, align employee performance by assessing and addressing gaps in current support systems relating to talent management in collaboration with key stakeholders and the immediate supervisor; building capacity within the District to transition the function and institutionalize high performance standards and effective evaluative cycles; set goals, timelines and accountability measures related to employee performance support; provide direct support of employee performance through effective evaluations, coaching and appropriate discipline. Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to accurately reflect the principal job elements.

E = Essential Functions

Assess and address gaps in current support systems relating to talent management in collaboration with key stakeholders and immediate supervisor by utilizing data. **E**

Develop and implement programs to support sites and departments in measuring, improving, and rewarding employee performance. **E**

Develop and maintain systems to identify performance or disciplinary concerns and collaborate with appropriate sites and departments to implement strategies of support and leverage resources in service of affected students. **E**

Monitor employee absenteeism; develop and monitor steps for improving attendance. **E**

Assume ultimate responsibility for implementation of all certificated and classified discipline. **E**

Develop and document a systematic approach to employee discipline and provide the training necessary to build capacity within school and department leaders to perform effective evaluations and appropriate disciplinary documentation; define the disciplinary process, document it, and train staff on the process, procedures and tools. **E**

Collaborate with stakeholders and coordinate with District staff to calibrate performance standards for various District functions to ensure alignment with the District's goals and objectives, conduct training regarding implementation of measures; gather and monitor data regarding implementation and success of measures; make data-driven recommendations as needed. **E**

Conduct investigations and gather data and documentation relating to allegations of misconduct, other disciplinary issues or poor performance; analyze outcomes and make related recommendations. **E**

Maintain thorough documentation and provide comprehensive, data-driven reports related to employee performance. **E**

Consult with HR staff regarding all certificated and classified discipline through the reprimand stage. **E**

Demonstrate exceptional organization, interpersonal, and collaboration skills including skills in actively engaging others and in working well as a member of a team. **E**

Advocate District's position in disciplinary hearings. **E**

Draft certificated dismissal paperwork and negotiate resignations in lieu of dismissals when appropriate. **E**

Review and finalize classified dismissal documents and present the District's case at classified dismissal hearings and through advisory arbitration process. **E**

Formulate recommendations on proposed modifications to evaluation, grievance, progressive discipline and related provisions of District collective bargaining agreements. **E**

Maintain and manage relationships with other process stakeholders, including Human Resources, Labor Management and Employee Relations, and the Deputy Superintendents, so that cross departmental communication and collaboration activities work efficiently. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: An advanced degree in law, educational policy, or public policy and 5 years of progressively responsible experience in labor or employment law, labor relations and/or performance management techniques.

Demonstrated ability to perform the representative duties of the position

Demonstrated success in handling certificated and classified discipline through dismissal

Detailed knowledge of the California Education Code, State and Federal employment laws

Advanced investigative strategies strongly preferred

LICENSES AND OTHER REQUIREMENTS:

Law degree and experience in practicing Education Law strongly preferred

Valid California Drivers License

Employment eligibility that may include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of effective talent management in education context

Functions of personnel, wage and salary administration, contract interpretation, investigations, evaluation, supervision, and discipline

Sound personnel practices and procedures

Labor law

Legal and equitable investigative techniques

Principles and practices of labor relations

Legal procedures and terminology utilized in evaluation, supervision, and discipline.

Correct English usage, grammar, spelling, vocabulary and punctuation

Proficiency with Microsoft Office Suite including Microsoft Word, Excel, and PowerPoint

ABILITY TO:

Manage and prioritize multiple work streams through effective project and time management systems

Maintain thorough, detailed and organized documentation

Analyze data, assess gaps and make recommendations aligned with the District's goals and objectives

Strong work ethic with commitment to high performance, quality and service excellence

Strategically impact educational programs through constructive support in employee performance and feedback loops

Ability to establish, manage and leverage relationships with internal and external partners

Think innovatively and problem solve

Retain flexibility and capability to perform in differing circumstances

Collaborate across Oakland Unified School District departments

Think strategically about how to achieve the goals of Human Resources and Labor Relations

Think analytically regarding specific situations and their interaction with law and contract

Communicate professionally and effectively verbally and in writing to multiple audiences

Contribute to positive organizational change by maintaining a high level of communication and encouraging others to embrace improved performance management strategies

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work, constant interruptions

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and make presentations; dexterity of hands and fingers to operate a computer keyboard; seeing to monitor various activities and read documents, and view computer monitors; sitting or standing for extended periods of time; kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally; lifting light objects.

NON-DISCRIMINATION POLICY:

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By:	



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Coordinator, Labor	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Labor Management & Employee Relations	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: June 2012	SALARY GRADE:	CFCA 16

BASIC FUNCTION: Under minimal direction, plan, organize, direct, monitor and coordinate the District's day-to-day labor relations and the District's Employee Service Center. Administer the District's grievance procedure; coordinate employee discipline with HRSS and Legal. Provide leadership, direction and overall supervision to the Employee Service Center and the employee supporting that operation. Take an active role in managing and improving negotiation processes to ensure that meetings are run efficiently and productively. Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.

E = Essential Functions

Assist in the development of employee relations policies. **E**

Develop efficient processes for managing union/management relationship. **E**

Ensure meetings with the unions are run efficiently and efficiently, have a clear agenda, ensure the agenda is followed, and follow-up items have clear ownership. **E**

Serve as a content expert for Employee Service Center, providing direction on process development, and the maintenance, storage and analysis of data. **E**

Participate as a member of the District negotiations teams in collective negotiations with exclusive representatives of both certificated and classified bargaining units; represent the District, as assigned, in its relationships with exclusive representatives. **E**

Assist in the development of District collective negotiations contract proposals and responses; may act as District spokesperson in collective negotiations with one or more bargaining units. **E**

Participate, as required, in closed session briefings of Board of Education and at Superintendent's cabinet regarding negotiations. **E**

Provide advice and guidance to District and supervisory personnel in matters related to employee relations, contract interpretation and administration. **E**

Assist principals and department heads in administering collective negotiations agreements. **E**

Plan and coordinate in-service training seminars on employer-employee relations. **E**

Coordinate revisions to District administrative policies and procedures resulting from negotiated contracts and agreements. **E**

Advise management personnel on the proper application of administrative policies and procedures governing resolution of employee grievances. **E**

Assist in a program of counseling District employees on matters related to employer-employee relations. **E**

Prepare cases and represent the District at grievance hearings. **E**

Coordinate the grievance procedures and act as liaison with the Legal Department concerning legal aspects of grievance procedures and processing. **E**

Review and disseminate arbitration decisions pertaining to public agencies. **E**

Construct independent research and develop statistical, financial, and management information related to employee relations. **E**

Provide performance feedback and professional development to the Employee Service Center manager. **E**

Coordinate, supervise, and evaluate the performance and duties of assigned staff. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a Bachelor's degree in industrial relations, public administration, business administration, or related field and three years of progressively responsible management experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Employer-employee relations techniques and methodologies, federal and state laws pertaining to public employee collective negotiations

Modern office procedures and organization practices

Budget preparation and control

Correct English usage, grammar, spelling, vocabulary and punctuation

Principles and practices of administration, supervision and training

Applicable laws, codes, regulations, policies and procedures

Labor Law

Operation of a computer and assigned software

ABILITY TO:

Provide leadership and direction to the employee relations functions

Perceive organizational implications of recommendations and decisions

Exercise tact, diplomacy, and independent judgment

Prepare documents with speed and accuracy

Train and evaluate the performance of assigned staff

Review existing and pending legislation related to procedural guidelines and the District's Labor Relations program and recommend origination, modification, or support of legislative measures

Maintain current knowledge of applicable provisions of federal, state and District laws, rules and regulations

Communicate effectively both orally and in writing

Interpret, apply and explain rules, regulations, policies and procedures

Establish and maintain cooperative and effective working relationships with others

Operate a computer and assigned office equipment

Analyze situations accurately and adopt an effective course of action

Meet schedules and timelines

Work independently with little direction

Plan and organize work

Direct the maintenance of a variety of reports and files related to assigned activities

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work, constant interruptions

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and make presentations; dexterity of hands and fingers to operate a computer keyboard; seeing to monitor various activities and read documents, and view computer monitors; sitting or standing for extended periods of time; kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally; lifting light objects.

NON-DISCRIMINATION POLICY:

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OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Manager, Employee Service Center	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified Management Confidential
FLSA:	Non-Exempt	WORK YEAR/HOURS	261 Days/7.5 Hours
ISSUED:	Created: June 2012	SALARY GRADE:	CFCA 13

BASIC FUNCTION: Under general supervision, the Employee Service Center Manager supports the design, establishment, start up and on-going operations of the District Employee Service Center; receives and processes telephone calls, written correspondence and emails from or on behalf of District employees who need assistance with employment related matters or information directly related to their employment at the District; develops and documents processes based on best practices; determines how to measure and control processes to ensure efficient operations; provides training and outreach to potential customers to improve usage and service. Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to accurately reflect the principal job elements.

E = Essential Functions

Support the establishment and on-going operations of the Employee Service Center, including developing required forms, assisting in the development of the website and the documentation process. **E**

Receive calls, emails and correspondence, and identify the type of assistance needed by listening, asking relevant questions, following up on emails and correspondence; evaluate information obtained in order to refer employees to the appropriate District Department(s) for assistance when appropriate. **E**

Investigate and resolve urgent and difficult employee complaints and calls that do not require District department assistance. **E**

Prepare written documentation and responses and follow-up on issues referred to District departments to determine resolution status; provide further assistance if needed; report unresolved issues that need escalating to immediate supervisor when necessary; close case when resolved. **E**

Monitor the operation and maintenance of telephone and computer equipment; and recommend procedural and operational changes to improve District functions. **E**

Operate a computer to enter, update, and access a variety of records and information into various computer software programs; operate various telephone systems and other office equipment. **E**

Develop customer intervention procedures to help resolve different types of issues and problems. **E**

Document processes and procedures based on best practices. **E**

Track calls, emails, walk-ins based on problem type; maintain a confidential database by problem type, department, supervisor, location, bargaining unit, etc.... **E**

Maintain a statistical database and report statistics to supervisor on a quarterly basis and by other agreed upon metrics. **E**

Make recommendations on process improvement, outreach techniques and customer relations. **E**

Develop a website and comprehensive plan to communicate to and train staff on new service. **E**

Maintain confidentiality of information and records. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a High School Diploma or equivalent and five (5) years of verifiable full-time customer service call experience serving a diverse population.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Broad understanding of work force management practices, and quality assurance programs

Excellent oral and written English communication skills

Strong computer skills

Bargaining unit agreements – General/Basic

Customer service role

Good record-keeping techniques; correct English usage, grammar, spelling, vocabulary and punctuation

Telephone techniques, systems and etiquette

Interpersonal skills using tact, patience and courtesy; good communication skills and techniques

District policies and procedures

Basic labor law

ABILITY TO:

Perform a variety of complex, technical duties in an assigned area involving specialized knowledge and independent judgment

Effectively resolve complex customer service complaints and problems, including the ability to professionally interact with difficult customers

Communicate clearly; understand and interpret District and other rules, policies and procedures

Handle and defuse difficult situations while maintaining a calm and level-headed composure at all times

Work under pressure

Multi-task

Utilize a multi-screen computer system, mouse, phone system and headset while receiving calls from District employees

Maintain the confidentiality of information

Maintain records; analyze situations and data accurately and take appropriate action

Work cooperatively with others and meet District standards of professional attitude

Work independently, with little direction

Use a personal computer including word processing and spreadsheet programs

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced; constant interruptions

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone; dexterity of hands and fingers to operate a computer keyboard; seeing to monitor various activities and read documents, and view computer monitors; sitting or standing for extended periods of time; bending at the waist, and reaching overhead, above the shoulders, and horizontally; lifting light objects.

NON-DISCRIMINATION POLICY:

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