

OAKLAND UNIFIED SCHOOL DISTRICT

Office of the Superintendent of Schools

August 10, 2016

Legislative File	
File ID Number:	16-1688
Introduction Date:	08/10/2016
Enactment Number:	16-1319
Enactment Date:	8-10-16 <i>lf</i>
By:	

TO: Board of Education

FROM: Antwan Wilson, Superintendent
Tara Gard, Interim Deputy Chief Talent Officer, Talent Division

SUBJECT: Creation/Revision of Positions – Payroll and Legal Departments

1. Assistant, Payroll Customer Service
2. Director, Labor Strategy

ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1617-0027 for the creation/revision of job descriptions: Assistant, Payroll Customer Service and Director Labor Strategy for Payroll and Legal Departments.

BACKGROUND:

The Talent Division recommends approval of these job descriptions as part of its ongoing work to revise and update the job classifications needed to implement the strategic plan, create greater clarity of roles, and have a written job description that reflects the scope and responsibilities for every position in the District.

BUDGET IMPACT

None.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1617-0027 for the creation/revision of job descriptions: Assistant, Payroll Customer Service and Director Labor Strategy for Payroll and Legal Departments.

**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1617-0027**

- Payroll and Legal Departments -

Creation/Revision Job Descriptions

- Payroll Customer Service and Director Labor Strategy -

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 job descriptions align with the District's priority of a Full Service Community School District and to enhance service our students, schools and community, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby approves the creation/revision of the attached job descriptions:

1. Assistant, Payroll Customer Service
2. Director, Labor Strategy

Passed by the following vote:

AYES: Jody London, Aimee Eng, Roseann Torres, Shanthi Gonzales, Vice President Nina Senn and President James Harris

NOES: None

ABSTAINED: None

ABSENT: Jumoke Hinton Hodge

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 August 10, 2016.

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OAKLAND UNIFIED SCHOOL DISTRICT



James Harris
President, Board of Education



Antwan Wilson
Superintendent and Secretary, Board of Education

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OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Assistant, Payroll Customer Service	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Payroll	CLASSIFICATION:	Classified Confidential
FLSA:	Non-Exempt	WORK YEAR/HOURS:	261 days / 7.5 hours
ISSUED:	Created: August 2016	SALARY GRADE:	CFCA 10

BASIC FUNCTION: Under the direction of the Payroll Supervisor or designee, perform a variety of payroll and clerical accounting duties in preparation and processing of payroll and accounts payable; receive, prepare, process, maintain and ensure accuracy of a variety of financial and statistical records and files, information, forms, reports; receive, process and verify related forms, documents and transactions.

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 is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS:

Assist in responding to payroll related inquires and issues; provide superior customer service to internal and external customers, both verbally and written, using departmental procedures and processes to ensure questions, problems and concerns are handled accurately and in a timely manner; answer the main payroll line and route calls as appropriate; assist with unexpected/urgent situations as needed.

Route online pay concerns to the department best suited to handle the issue (i.e., Payroll, Talent and/or Benefits).

Assist in researching issues resulting from both written and verbal inquiries utilizing multiple resources and systems and analyze discrepancies and process appropriate corrections; resolve problems and recommend solutions and process improvements; conduct follow up review to ensure that issues are resolved as intended within the specified time frame.

Investigate and correct payroll discrepancies and errors; resolve issues that occur in a constantly changing environment by troubleshooting, probing and educating staff.

Create and consistently maintain a positive work environment by acting and communicating in a manner which facilitates the successful resolution of all payroll questions, problems and concerns.

Take ownership and responsibility by owning the customer's issues to ensure resolution and complete follow-up.

Assist the Customer Service Payroll Manager and Director of Payroll in the development of new and revised payroll procedures to comply with laws, rules and regulations.

Assist in consulting with employees and their representatives, and appropriate District staff to resolve grievances and complaints, and provide the department's position in regard to individual cases.

Assist in developing effective customer-friendly information that is available to all employees to ensure clarity with regard to schedules, processes, resolution of concerns and responses to questions.

Compile reports as required by management and government agencies.

Assist in special projects at the direction of the Program Manager and department leader of the Payroll Department.

Regularly provide support to other department staff and additional payroll functions to meet deadlines.

Organize and maintain a variety of payroll related files and documents.

Maintain confidentiality of privileged information.

Explain payroll policies and District procedures to all levels of staff and the public.

Process and accurately calculate Employee Action Forms.

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

Attend all department and other meetings as required.

Provide cross-training to department staff.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

KNOWLEDGE OF:

Conflict resolution

Applicable federal, state, and District codes, regulations, policies and procedures related to public school payroll and retirement systems

Creditable earnings rules and reporting for PERS and STRS

Basic accounting principles as it relates to payroll processing

Excellent customer service skills

Difficult, technical procedures, computers and other office equipment

Advanced record-keeping techniques

Telephone techniques, systems and etiquette

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

District policies, applicable sections of the State Education Code and other laws and regulations

Payroll procedures specific to a school district

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Exceptional English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Maintain composure under stressful situations

Handle irate customers in a calm and level-headed manner

Research and analyze issues and concerns

Recommend solutions to problems and concerns

Effectively use active listening and observation skills

Perform a variety of difficult, technical duties involving specialized knowledge and independent judgment

Understand and follow oral and written directions;

Maintain records

Analyze situations accurately and take appropriate action

Complete work accurately and as directed with many interruptions

Organize, coordinate and prioritize a large volume of payroll activities

Identify and resolve payroll issues in a timely manner

Explain complex problems and solutions in clear, concise and compelling ways

Facilitate discussion and learning activities towards a clear end

Establish and maintain effective working relationships with others of diverse backgrounds, experience, and personalities

Work independently and drive results

Produce high quality work, including strong attention to detail

Solve complex problems and think boldly

Focus on continuous improvement

Communicate effectively in English orally and in writing with others

Work in a fast-paced environment

Work as an integral member of a team

Operate personal computer, related software, and other office equipment

PREREQUISITES

Associate of Arts Degree or its equivalency required (2 years of similar and relevant work level experience = 1 year of college) in Organizational Development, Human Resources, Business or related field. A combination of experience and education may be used to meet the AA Degree requirement; however, the work experience years used to qualify for the AA Degree requirement cannot be used to meet the work requirement.

Five (5) years of relevant payroll, customer service and problem-solving

Demonstrated success in systems and payroll management

Prior payroll school district experience required

Experience calculating pay adjustments, specifically for certificated employees preferred

Valid California Driver's License, if applicable

PRE-EMPLOYMENT PROCESS:

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

WORKING CONDITIONS

ENVIRONMENT:

Diverse office environment; driving a vehicle to conduct work; fast-paced work; constant interruptions; customers may be upset and/or difficult to work with

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write

and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

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.

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Position Description

TITLE:	Director, Labor Strategy	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Legal	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS:	261 days/7.5 hours
ISSUED:	Revised: June 27, 2007 Revised: May 2012 Revised: August 2016	SALARY GRADE:	CFCA 22

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 is intended to reflect the principal job elements accurately.)

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.

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

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

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.

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

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

Develop a labor strategy using best practice research and the District's goals and objectives.

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

Develop tools, frameworks, policies and practices that support the labor strategy.

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

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

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.

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

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

Select, train, supervise, and evaluate staff; hold direct reports accountable for results; create metrics to gauge performance of direct reports; direct, train and motivate assigned staff to meet organizational goals and exceed performance standards.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

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.

PREREQUISITES

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.

Five (5) years of progressively responsible experience in personnel or labor negotiations experience

Valid California Driver's License

PRE-EMPLOYMENT PROCESS:

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

WORKING CONDITIONS

ENVIRONMENT:

Office and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; 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.