

OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools

May 22, 2019

Legislative File	
File ID Number:	19-0819
Introduction Date:	05/22/2019
Enactment Number:	19-0847
Enactment Date:	5/22/19
By:	os

TO: Board of Education

FROM: Kyla Johnson-Trammell, Superintendent
Tara Gard, Deputy Chief Talent Officer, Talent Division

SUBJECT: Approval of Creation/Revision of Job Descriptions – Employee Support Specialist, Talent Development; and Chief Systems and Services Officer

Creations:

1. Employee Support Specialist, Talent Development;
2. Chief Systems and Services Officer.

ACTION REQUESTED

Adoption by the Board of Education of Resolution No. 1819-0155 – Creation/Revision of Job Description - Employee Support Specialist, Talent Development; Chief Systems and Services Officer.

DISCUSSION

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.

Creation:

Job Description/Position/Title/FTE
Employee Support Specialist, Talent Development
(As Assigned) (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA
Range: 18: \$81,092 to \$103,502
12 months, 261 days, 7.5 hours (FT)

FISCAL IMPACT

No fiscal impact, this role is fully funded as part of the reorganization plan.

Creation:

Job Description/Position/Title/FTE
Chief Systems and Services Officer
(As Assigned) (1.0 FTE)

Salary Schedule/Range

Salary Schedule: EXEC
Range: 15: \$183,806 to \$195,000
12 months, 261 days, 7.5 hours (FT)

FISCAL IMPACT

No fiscal impact, this role is fully funded as part of the reorganization plan.

RECOMMENDATION

Adoption by the Board of Education of Resolution No. 1819-0155 – Creation/Revision of Job Description - Employee Support Specialist, Talent Development; Chief Systems and Services Officer.

**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1819-0155**

- Creation/Revision of Job Description - Employee Support Specialist, Talent Development; Chief Systems and Services Officer -

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 description aligns 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 determines that the following positions are created or revised as set forth in the attachments and shall be established on the respective salary schedule/range effective 12:01 a.m., May 22, 2019, as follows:

Creation:

Job Description/Position/Title/FTE
Employee Support Specialist, Talent Development
(As Assigned) (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA
Range: 18: \$81,092 to \$103,502
12 months, 261 days, 7.5 hours (FT)

FISCAL IMPACT

No fiscal impact, this role is fully funded as part of the reorganization plan.

Creation:

Job Description/Position/Title/FTE
Chief Systems and Services Officer
(As Assigned) (1.0 FTE)

Salary Schedule/Range

Salary Schedule: EXEC
Range: 15: \$183,806 to \$195,000
12 months, 261 days, 7.5 hours (FT)

BE IT FURTHER RESOLVED, that the Board authorizes the creation of job descriptions as so stated above.

Passed by the following vote:

PREFERENTIAL AYE:	None
PREFERENTIAL NOE:	None
PREFERENTIAL ABSTENTION:	None
PREFERENTIAL RECUSE:	None
AYES:	Jumoke Hinton Hodge, Roseann Torres, James Harris, Vice President Jody London, President Aimee Eng
NOES:	None
ABSTAINED:	None
RECUSE:	None
ABSENT:	Shanthi Gonzales, Gary Yee, Student Director Omosowho, Student Director Chavez

CERTIFICATION

We 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 on May 22, 2019.

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OAKLAND UNIFIED SCHOOL DISTRICT



Aimee Eng
President, Board of Education



Kyla Johnson-Trammell
Superintendent and Secretary, Board of Education

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OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Employee Support Specialist, Talent Development	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Talent/HR	CLASSIFICATION:	Confidential Management
FLSA:	Exempt	WORK YEAR/HOURS:	261 days / 7.5 hours
ISSUED:	Created: May 2019	SALARY GRADE:	CFCA 18

BASIC FUNCTION: Provide subject matter expert understanding of human resources disciplines, including but not limited to, employee engagement, selection by appropriate qualifications and credentials, performance management, benefits and compensation, staffing assignments, regulatory compliance, and policy and procedure interpretation. Guide candidates and selected employees through the onboarding process to OUSD, on-going check-ins during the new employee's introductory period, and upon completion of their employment, the exit interview process.

Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: Incumbent 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 accurately reflect the principal job elements.

ESSENTIAL FUNCTIONS:

Human Resources Employee Support:

Conduct on-boarding of new employees, including completion of all benefits enrollment and organization-specific requirements.

Perform a variety of complex, technical duties requiring excellent communication skills; utilize specialized knowledge and independent judgment involving frequent and responsible public contact for recruitment, selection by appropriate qualifications and credentials, wage and salary administration, staffing, assignment with access to information concerning employer/employee relations; and other assigned areas for both certificated and classified personnel; provide for accurate and timely entry of a variety of data into various computer software programs.

Analyze issues presented by principals, teachers, school and central office staff, school partners and Regional office staff and craft appropriate responses.

Receive staffing requests, check 39-month and other rehire lists, check applicant pool, verify credentials, send appropriate applicants to sites with vacancies, communicate with sites to learn which candidates the hiring manager has selected, offer job to selected candidate, etc....

Coordinate standard Human Resources services including preparing I-9s, scheduling fingerprinting appointments, managing TB notifications, printing and delivering employment contracts, conducting orientation meetings, and sending reasonable assurance letters.

Ensure new employees complete all hiring requirements, including but not limited to, TB testing, fingerprint clearance, and certifications; process necessary paperwork.

Administer transfers.

Analyze and maintain seniority lists and respond to inquiries concerning seniority as appropriate.

Maintain internal tracking systems for selected candidates and their onboarding progress.

Conduct 30-60-90 check-ins with new employees and their direct supervisor.

Conduct exit interviews and analysis of exit reasons to determine causes of employee departures and offer recommendations to improve employee retention.

Communicate with employees to address inquiries.

Contact the public, prospective employees, District administrators, and other District employees regarding general and technical personnel matters; explain personnel policies and District procedures to all levels of staff and the public.

Gather, compile and organize employment, salary and other statistical or personnel data; calculate, analyze and summarize statistical data.

Implement the procedures for certificated or classified reductions in force.

Orientation/Training:

Create and maintain relationships with employees to achieve OUSD's recruiting, credentialing and retention vision to implement orientation and training programs for new and current employees, including presenting, scheduling and contributing to the organization of orientation and human resource related trainings.

Administer on-the-job training programs and evaluate their effectiveness.

Maintain records of employee participation in all training and development programs.

Credentials:

Actively identify issues and proactively implement systems to reduce credentials non-compliance; serve as content expert on credentials for the District, engaging HRSS and District leadership to develop approaches and activities to ensure District strategically and holistically develops policies to promote credentialing compliance.

Evaluate employment transcripts, education units, credentials, and other records to assess certificated applicants eligibility and placement; review and execute conversion process for out-of-state credentials.

Support the renewal process for credentialed employees, including: drafting and delivering communications relevant employees; receiving employee credential documentation; reviewing and assessing the validity of employee credential documentation; creating and updating employee credential records.

Remain current on existing California credentialing requirements, and also remain abreast of any legislative changes.

Verify teacher, administrative and other credentials during routine hiring and position change processes; provide updated communications and/or training regarding changes in credential requirements in California.

Provide resources and support to teachers and other credentialed staff engaged in the credential renewal process.

Benefits:

Provide benefits information to new and current employees and enroll them in the benefits program.

Insure employees understand the benefits that are available to OUSD employees; make certain that employees are aware of the cost to enroll in benefits not fully funded by the school system; enroll employees in optional program benefits; complete administration aspects of enrollment.

Assist with the health and welfare selection and renewal process by gathering information feedback and recommendations to employees including medical, dental, vision, life and annuity benefits.

Make requested employee changes affecting employee benefits program enrollment.

Counsel employees concerning retirement eligibility and benefits and accomplish required administrative action.

Perform related duties as required

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:

Strategic direction of the District

Applicable federal, state, and District codes, regulations, policies and procedures

Methods to interpret, apply, and explain rules, regulations, policies and procedures

Various District bargaining unit contracts related to employee evaluation

Credentialing procedures, requirements, and rules of the Commission on Teacher Credentialing

Sound personnel practices and procedures

Legal and equitable interview and selection techniques

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

Recruiting and sourcing strategies

On-boarding and off-boarding of employees

Planning, organization and coordination needed for assigned program

Effective strategies, theories, techniques, and methods of professional development

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

Interpersonal skills using tact, patience, and courtesy

Principles and practices of effective leadership

Presentation, communication, and public speaking techniques

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITIES TO:

Design, develop and implement broad strategic initiatives and work plans

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

Facilitate discussion and learning activities towards a clear end

Interpret District collective bargaining contract language

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

Implement plans and evaluate their outcomes

Motivate and support adults to transform their practices

Serve as resource to District administrators and facilitate communication throughout the District

Set goals, work independently and drive results

Produce high quality work, including strong attention to detail

Manage multiple assignments, priorities, and projects in a demanding environment

Solve complex problems and think boldly to maximize new opportunities using a data-driven approach

Adapt to feedback and focused on continuous improvement

Communicate effectively in English orally and in writing

Finish work on timely basis

Prioritize work across responsibilities (staffing, recruiting, credential checking)

Communicate effectively with sites

Learn new software applications and assist sites in using Human Resources tools

Work as an integral member of a team

Operate personal computer, related software, and other office equipment

PREREQUISITES:

Bachelor Degree or its equivalent required (2 years of similar and relevant work level experience = 1 year of college) in personnel, public or business administration or related field. A combination of experience and education may be used to meet the Bachelor Degree requirement; however, the work experience years used to qualify for the Bachelor Degree requirement cannot be used to meet the work requirement.

Seven (7) years successful experience in a personnel or a labor relations function, of which four years must be at a management level

Valid California Driver's License, if applicable

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; 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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OAKLAND UNIFIED
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Position Description

TITLE:	Chief Systems & Services Officer (CSSO)	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Superintendent	CLASSIFICATION:	Confidential Management
FLSA:	Exempt	WORK YEAR/HOURS:	261 days / 7.5 hours
ISSUED:	Created: June 2007 Revised: May 2019	SALARY GRADE:	EXEC 15

BASIC FUNCTION: Under the direction of the Superintendent, the Chief Systems & Services Officer (CSSO) provides support services necessary to ensure a positive, well-maintained learning and work environment that supports the District's mission of providing a quality school in every neighborhood so that every student is prepared for college, career and community success. The CSSO understand and addresses all service needs of the District and participates in the formulation of District policies and plans regarding instructional as well as non-instructional operations and resources, and serves as the principal advisor in matters related to non-instructional areas of the District. The CSSO provides strategic direction to the finance department and directly oversees: Information Technology, Nutrition Services, Transportation and Warehouse and other operational divisions of OUSD as assigned. The CSSO ensures that high volume, high-quality, cost efficient services are delivered to schools in a timely manner.

REPRESENTATIVE DUTIES: Incumbent 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 accurately reflect the principal job elements.

ESSENTIAL FUNCTIONS:

Develop a Quality Service Delivery Model for all central services and an accountability system to measure quality and return on investment for all central services offered to schools, students, parents and other internal stakeholders

Inspire and supervise staff for specific operational functions and foster a shared vision and culture of collaboration and accountability within the division of business and operations; set performance standards and objectives for divisional senior team members, provide proper support and professional development opportunities, evaluate performance, and recommend pay actions.

Inspire, challenge, align and develop the Operational Leadership Team by providing high quality leadership, building capacity around systems improvement processes as a mechanism to improve efficiencies and quality of central office services

Develop strategy, in partnership with the Chief Academic Officer, to redesign the budget development model to increase alignment with district LCAP goals, school site SPSA goals and Fiscal Vitality Plan to maximize resources to support quality schools in every neighborhood; redesign Back to School and End of Year processes and procedures to improve operational efficiencies.

At regular intervals, review the current configuration of services and service standards (i.e. internal versus external Shared Services and Internal Shared Services versus External Service Providers) to ensure ability to meet demand, yet not result in budget deficit.

Create strategy for operational support for the Citywide Plan in order to manage critical services needed for proposed mergers, consolidations or expansions of school programs and/or facilities

Develop three-year strategic plan to realize financial savings through operational efficiencies

Ensure overall customer satisfaction with all district services.

Understand the District need and demand for services (what the right types of offerings should be, and at what quality levels)

Participate in making critical strategic decisions as a Senior Leadership Team member. Provide executive control of operation functions by exercising delegated level of authority over budgetary and personnel decisions, as directed by the Superintendent

Collect and review service quality feedback, and ensure that service levels and quality are adjusted accordingly

Develop processes to improve district and community collaboration to promote transparent communication and creative problem-solving with numerous diverse external stakeholders (e.g. Board, central office, schools, Advisory committees, and legislative agencies) about the use of district resources, operational plans and overall progress; create models for collaborative structures.

Set and communicate internal standards for service levels

Attend all Board of Education meetings and prepare presentations and reports for the Board as the Superintendent may request; represent the Superintendent and Board of Education as a visible and trustworthy leader in the community related to the financial and operational aspects of the District

Ensure that all services are delivered to all customers according to agreed upon quality and cost standards.

QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a Master's degree in business administration or related field and ten years of progressively responsible experience in the management of business operations or instruction on a senior level and on a scale equivalent to or greater than the district size and scope.

Additional formal training and/or education related to business administration is preferable.

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:

Operational needs of schools and school districts

Operational principles of customer service

Applicable laws, codes, regulations, policies and procedures

Budget preparation and control

ABILITY TO:

Perform quality checks of service vendors

Set targets for service vendors

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; rapid-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.