

# MSP



## MANAGERIAL SELECTION PROCESS

Caltrans strives to maintain a diverse workforce and be an equal opportunity employer to all regardless of political affiliation, race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, gender, gender identity, gender expression, age or sexual orientation. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and this special trust placed in public servants. TTY users can contact the California Relay Services line by dialing 711.

**THIS IS A CALTRANS PROMOTIONAL EXAMINATION IN WHICH LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.**

### EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS.

CLASSIFICATION:       **LABOR RELATIONS MANAGER I**

POSITION TITLE:       **CHIEF, OFFICE OF LABOR RELATIONS SERVICES**

SALARY:                 **\$6,453 – \$7,331**

LOCATION:                **SACRAMENTO -**  
                              **DIVISION OF SAFETY & MANAGEMENT SERVICES**

FINAL FILING DATE:   **MAY 5, 2016**

MSP #:                  **16MSP20**

### DUTIES/RESPONSIBILITIES

Under the general direction of the Assistant Division Chief, Division of Safety and Management Services, the Chief, Office of Labor Relations Services, directs professional staff that represent Caltrans at the Memorandum of Understanding (MOU) bargaining tables, works with unions to resolve issues and provides full labor relation services to departmental managerial and supervisory staff. The Chief also directs professional staff that provides specialized labor relations support to Department managers and supervisors. The Labor Relations Services-B staff consists of Labor Relations Specialists and Labor Relations Analysts. The Chief also oversees an Office Technician, Typing, who provides full clerical support to all other Labor Relations staff.

- Assure proper and timely investigation of Unfair Labor Practice (ULP) charges; represent Caltrans at informal and formal hearings on ULPs before the Public Employment Relations

Board; assure timely and thorough communications over ULPs between Caltrans and California Department of Human Resources.

- Assure that MOU bargaining properly addresses Caltrans' needs as much as possible, considering the demands of the Administration and other State departments. This task includes organizing for MOU bargaining before bargaining; gathering ideas and concerns from departmental managers and supervisors; analyzing ideas for true value, feasibility, and cost; training the progress of bargaining so that the appropriate manager evaluates possible changes timely. The Chief is also responsible for publishing summaries of MOU bargained changes; working with Human Resources, Accounting, and other management groups to assure proper and timely implementation of new MOU provision; and advising departmental managerial staff on grievances over MOU provisions. Ensure districts and program management receive training on current bargaining contracts. Assist district and program management in the development and retention of strike contingency plans.
- Direct the negotiation of agreements with unions regarding the impact of new policies adopted during the term of the MOU; negotiate resolutions to operational needs not contemplated by the MOU including the substance and impact of such changes; represent Caltrans at the Union 12 Board of Adjustment for grievances and Absent Without Leave (AWOL) separations when the Division Chief is unavailable.
- Assure proper MOU administration within Caltrans including: ensuring that the grievances are investigated and responded to timely, accurately, and thoroughly, settling grievances where appropriate, and preventing formal grievances whenever possible by facilitating solutions to problems among supervisors and local union field representatives. Personally intervene in serious or sensitive issues to address management's needs and resolve disputes between Caltrans and unions. Meet with management regarding labor relations concerns.
- Recruit and train new Labor Relations staff assigned to the Office of Labor Relations Services.
- Assure timely submittal of accurate and thorough activity reports by Labor Relations staff. Respond on behalf of Executive staff to any Labor Relations inquiries.

### **MINIMUM QUALIFICATIONS**

Applicants must have a permanent civil service appointment with the Department of Transportation and meet the following qualifications by the final file date in order to participate in this examination.

#### **Either I**

One year of experience in the California state service performing the duties equivalent to those of a Labor Relations Specialist.

#### **Or II**

Four years of responsible analytical experience in one or a combination of the following types of employer-employee relations work:

1. Resolution of grievances arising under labor agreements; or
2. Negotiation or preparation of labor agreements; or
3. Conciliation, mediation, or arbitration of labor disputes; or
4. Consultation, meet and confer, and resolution of conflict in public sector employer-employee relations; or
5. Administration or investigation and settlement of violation complaints in regard to State or Federal labor management relations laws. **And**

**Education:** Equivalent to graduation from a recognized four-year accredited college or university. (Qualifying experience may be substituted for the required education on a year-for-year basis.)

(Either 18 quarter units or 12 semester units from an accredited college level labor relations curriculum, or 45 quarter units or 30 semester units of graduate work in public administration, industrial relations, psychology, law, political science, or a closely related field may be substituted for one year of the required experience.)

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Collective bargaining process in the private or public sectors; principles of management rights, representation rights, and unfair practices; State and Federal labor law applicable to the public sector; the principles and scope of collective bargaining; standard negotiating strategies, tactics, and impasse procedures; grievance handling procedures; data sources pertaining to public sector employer-employee relations; and the personnel management system of the State. Patterns in public negotiations and arbitration decisions; administrative procedures and practices for processing grievances up to and including arbitration; the principles of supervision and training; and a manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

**Ability to:** Work effectively with all levels of management; interpret and apply labor law and labor agreement provisions; develop training programs in employer-employee relations for management; obtain, analyze, evaluate, and apply data such as labor statistics and cost figures; research and write reports; communicate effectively; use good judgment and make sound decisions in critical situations; and handle stressful or sensitive situations with tact and labor-management diplomacy. Supervise, train, and evaluate staff, maintain consistency and obtain program objectives; coordinate employer-employee relations activities between departments, employee organizations, and the management team; address large groups clearly and concisely; and work cooperatively and maintain control when meeting with organizations, sometimes under severe emotional pressure and after long hours of negotiations; and effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

## **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. Candidates who meet the minimum qualifications will be admitted into the examination process.

During the first phase of the examination process, an evaluation of the Statement of Qualifications may be conducted. Applicants who achieve a passing score of 70% or higher during this phase will proceed to the interview portion of the examination process. The interview portion of the examination will establish an eligible list including the ranking of each candidate. Candidates will be notified in writing of their examination results.

## **STATEMENT OF QUALIFICATIONS/EVALUATION CRITERIA**

A Statement of Qualifications (SOQ) must be submitted along with the State application. A SOQ is a discussion of how an applicant's education, training, experience, and skills meet the criteria below and qualify them for the position. The SOQ must not exceed two (2) pages in length.

1. Knowledge of the State bargaining process and MOU between State and Unions.
2. Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices.
3. Excellent communication skills, both verbal and written. Ability to effectively interface with internal and external partners and the Unions.
4. Ability to prepare and effectively review comprehensive reports on various aspects of the work, set performance measures to ensure accountability, and adopt effective courses of action to ensure such action occurs.
5. Broad and comprehensive knowledge of Caltrans's programs and experience that demonstrates the ability to manage a large and complex statewide program.
6. Ability to effectively apply logic and creativity in decision making processes, and successfully apply negotiation and motivation skills.

7. Experience in organizational management, workforce development, professional capacity building, succession planning, Equal Employment Opportunity preventive and corrective disciplinary techniques.

### **FILING INSTRUCTIONS**

All interested applicants must submit:

- An original, signed State application (STD. 678), which includes civil service titles and dates of experience. The application should specify the **classification, position title, and the following MSP Number: 16MSP20**
- A Statement of Qualifications. **The Statement must not exceed two pages.**
- Faxed or emailed applications will not be accepted.
- Resumes are optional and **do not** take the place of the completed State application (STD 678).
- Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty, shall be eligible to apply for promotional civil service examinations, for which he/she meets the minimum qualifications as prescribed by the class specification. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications must be received or postmarked by the final file date of **May 5, 2016**. Interagency mail received after this date will NOT be accepted. The State application must be submitted to:

**Department of Transportation  
ATTN: Leslie Mazzeo (16MSP20)  
1727 30th Street, MS-90  
Sacramento, CA 95816**

Questions regarding this examination process should be directed to Leslie Mazzeo at (916) 227-4176.

### **ELIGIBILITY INFORMATION**

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

### **REASONABLE ACCOMMODATION**

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements.

*For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please write to Caltrans, Office of Examinations and Special Programs, 1727 30<sup>th</sup> Street, MS-90, Sacramento, CA 95816 or contact us by phone at (916) 227-7858. TTY users contact the California Relay Service at 711.*