



Labor Relations Manager 1 & 2

Exam Code: 2PB2101, 2PB2102

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Labor Relations Manager 1 – \$7,190.00 - \$8,167.00 per month.

Labor Relations Manager 2 – \$7,897.00 - \$8,966.00 per month.

View the [classification specification](#) for the Labor Relations Manager 1 and 2 classifications.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **six (6) months**.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources
CalCareer Service Center
1810 16th Street

Bulletin Date: 8/22/2018

Sacramento, CA 95814

Phone: (866) 844-8671

Email: CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Labor Relations Manager 1

Either 1

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

Or 2

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.)

Labor Relations Manager 2

Either 1

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

Or 2

Five 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 required experience.)

POSITION DESCRIPTION

Labor Relations Manager 1

This is the full supervisory level over technical staff performing labor relations work. Positions at the Manager I level have supervisory/managerial responsibility for very complex labor relations programs, working under conditions of very high independence. Incumbents normally supervise a small technical staff within a highly complex labor relations office. Positions may be allocated in departments with labor relations programs that are equivalent in complexity and responsibility of a large department.

Labor Relations Manager 2

This is the second supervisory and program management level. Incumbents provide consultation to State management and are responsible for labor relations operations in very large departments. Incumbents serve as the highest level management staff in the department actively involved in the labor relations program and work under highly

independent conditions. Typically, incumbents will supervise a full labor relations staff either directly or through subordinate supervisors.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. General principles, practices, and trends of labor-management relations, public administration, human resources, business administration, and the Ralph C. Dills Act.
2. State management practices to effectively administer all labor relations policies, practices, and procedures to provide effective guidance to departmental personnel staff.
3. Grievance and complaint procedures in order to effectively analyze and respond to grievances and complaints.
4. Public sector personnel management practices in order to effectively prepare for bargaining and respond to employee and/or union grievances, complaints and disputes, and advise managers/supervisors on labor relations-related questions and issues.
5. Negotiation strategies, tactics, and impasse procedures in order to effectively represent departmental management in the bargaining process.
6. The state and federal labor laws applicable to the public sector to effectively analyze and respond to employee and/or union complaints and disputes and to advise managers/supervisors on labor relations issues.

Ability to:

1. Interpret the Memorandum of Understanding/labor agreements in order to handle labor related matters.
2. Communicate effectively with various audiences (e.g., unions, management, staff, executives, lawyers) in order to achieve resolution for grievances, complaints, and disputes.

3. Maintain confidentiality to preserve the integrity of labor relations issues and related matters.
4. Evaluate and make recommendations for resolving disputes, complaints and employee grievances.
5. Present and defend the employer's positions to state control agencies, unions, and other departments.
6. Conduct research using various resources in order to obtain, compile, and/or support information/data regarding labor relations activities, departmental policies and procedures and apply the information to current projects.
7. Reason logically, analyze situations, develop and evaluate alternatives and take effective action with regards to complex labor related matters.
8. Facilitate meetings and discussions in a manner that ensures that participants stay focused on the intended topic and encourages active participation by all attendees.
9. Coach and mentor staff with regards to prioritizing and completing multiple projects within timelines and expectations.
10. Serve as an advisor and/or representative for various programs and/or projects, interacting with all levels of management, staff, and internal/external stakeholders regarding complex or sensitive issues.
11. Develop and present training programs for managers/supervisors in order to provide updated and standardized information.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Labor Relations Manager 1 and 2 classifications will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

Take the examination for the [Labor Relations Manager 1 and 2](#) classifications.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

Bulletin Date: 8/22/2018

DRUG-FREE STATEMENT

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 the special trust placed in public servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.