



## Labor Relations Manager 2

**Exam Code: 0PBCD**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

### CLASSIFICATION DETAILS

Labor Relations Manager 1 – \$8,759.00 - \$9,945.00 per month

[View the Labor Relations Manager 2 classification specification](#)

### APPLICATION INSTRUCTIONS

If you have tested for the Labor Relations Manager 2 classification as part of the Labor Relations Manager 1&2 exam in the previous 6 months, it may be too early for you to take this exam. Please check your CalCareer account for the retake date on your exam results notification for this classification **BEFORE** continuing this exam process. Retaking this exam under another or a new User I.D. and password, Social Security Number (voluntary, not required, information), or name is not allowed.

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 16<sup>th</sup> Street  
Sacramento, CA 95814

Phone: (866) 844-8671

Email: [CalCareer@CalHR.CA.GOV](mailto: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 2**

**Either I**

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

**Or II**

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 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, or business administration
2. Research and data collection techniques
3. Communication techniques for gathering, evaluating, and transmitting information
4. English language such as proper punctuation, grammar, the meaning and spelling of words, pronunciation of words, and rules of composition in order to effectively communicate in writing and verbally to others
5. The collective bargaining process in the private or public sectors
6. Principles of management rights, representation rights, and unfair practices
7. State and Federal labor law applicable to the public sector
8. The principles and scope of collective bargaining
9. Standard negotiating strategies, tactics, and impasse procedures
10. Grievance handling procedures
11. Data sources pertaining to public sector employer-employee relations
12. The personnel management system of the State
13. Patterns in public negotiations and arbitration decisions
14. Administrative procedures and practices for processing grievances up to and including arbitration
15. The principles of supervision and training
16. 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:**

1. Read, analyze, and logically interpret and apply appropriate laws, rules, regulations, memoranda of understanding, policies, procedures, and instructions
2. Plan, organize, and conduct research, and investigatory and statistical work
3. Reason logically, analyze situations, and develop and evaluate alternatives and take effective action
4. Accurately secure, evaluate, analyze, and record facts
5. Prepare clear and succinct reports, graphs, correspondence, and statistical reports

6. Comprehend written material
7. Communicate effectively verbally and/or in writing
8. Consult and advise interested parties
9. Use good judgment and make sound decisions in critical situations
10. Establish and maintain cooperative relations and gain confidence with those contacted in the work environment
11. Handle stressful and/or sensitive situations with tact and labor-management diplomacy
12. Work effectively with all levels of management
13. Interpret and apply labor law and labor agreement provisions
14. Develop training programs in employer-employee relations for management
15. Obtain, analyze, evaluate, and apply data such as labor statistics and cost figures
16. Research and write reports
17. Supervise, train, and evaluate staff, maintain consistency and obtain program objectives
18. Coordinate employer-employee relations activities between departments, employee organizations, and the management team
19. Address large groups clearly and concisely
20. Work cooperatively and maintain control when meeting with organizations, sometimes under severe emotional pressure and after long hours of negotiations
21. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Labor Relations Manager 1 classification will be established for the 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 **six (6) 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. form 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.

## EXAMINATION INFORMATION

[Preview of the Labor Relations Manager 2 Training and Experience Evaluation](#)

## 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

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

**Note:** This examination is being given online and you are able to take the examination at any time on any day of the week. Once you click [Take the Labor Relations Manager 2 examination](#) classification button, your time will begin. There is no way to pause, stop, or reset the timer once you start. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. At this time, if you are unable to complete the timed examination, it is recommended you do not continue until you are able to do so.

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

California Department of Human Resources

CalCareer Service Center

1810 16<sup>th</sup> Street

Sacramento, CA 95814

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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.

## **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 12<sup>th</sup> 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.