

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

## **Qualifications Assessment**

### **Labor Relations Analyst**

#### **Servicewide**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

## **Section 1: Tasks**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

### **Tasks**

1. Serving as a liaison between two parties in the resolution of issues.
2. Advising and informing decision makers regarding the interpretation of provisions of contractual agreements.
3. Determining compliance with policies, procedures, contractual agreements, rules and laws.
4. Researching allegations made in grievances and/or complaints.
5. Preparing responses to complaints and/or grievances.
6. Making recommendations in response to complaints and/or grievances.
7. Analyzing case law or administrative regulations relating to employment.
8. Conducting research on assignments and projects relating to various aspects of labor relations (e.g., grievances, legislative analysis, special projects, public inquiries, union information requests) to obtain and/or provide information, using collective bargaining agreements, policies, procedures, laws, rules, and past practice as directed by management.
9. Preparing written correspondence regarding labor relations, human resources, or employment.
10. Participating in groups or committees to develop or change policies and procedures.

## **Section 2: Knowledge and Abilities**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

11. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar in order to effectively communicate in writing and verbally to others.
12. Knowledge of arithmetic computations such as addition, subtraction, multiplication, division, ratios, decimals, and percentages.
13. Knowledge of problem-solving processes to facilitate the resolution of issues.
14. Knowledge of internet, electronic mail software, and other basic personal computer functions and software applications to complete projects and assignments.
15. Ability to use a personal computer to input data, access information, and/or create materials, documents and presentations using a variety of software applications.
16. Ability to handle stressful or sensitive situations with professionalism, tact, and diplomacy in order to achieve a resolution.
17. Ability to work with all levels in an organization to provide information and ensure employer is in compliance with labor/management relations laws, policies, procedures, and labor agreements.
18. Ability to analyze various forms of data to provide statistical and/or informational reports to management or others.
19. Ability to analyze and apply appropriate laws, rules, regulations, and collective bargaining agreements.
20. Ability to conduct research from various sources, compile information and data, analyze, develop, evaluate alternatives and take effective action.
21. Ability to use good judgment and make sound recommendations in critical situations.
22. Ability to maintain confidentiality to preserve the integrity of labor relations issues or human resources related matters.
23. Ability to support and advocate an employer's positions to others.
24. Ability to communicate and promote a cooperative working environment during stressful situations in the resolutions of issues.
25. Ability to communicate with all levels in an organization to provide and/or summarize information related to labor/management relations laws, policies, procedures, and labor agreements.
26. Ability to be flexible in adapting to changes in priorities, assignments, and/or other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.

27. Ability to evaluate written materials and make recommendations for action based upon documented data and information.
28. Ability to write clear and concise reports, correspondence, policies or procedures using proper English, grammar, punctuation, and sentence structure.
29. Ability to interpret data obtained through various methods, such as surveys, questionnaires, or interviews.
30. Ability to extract specific, relevant data and information from a larger body of material.
31. Ability to read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and/or contracts.
32. Ability to present data in a clear and logical format such as tables, bar charts, pie charts, and line graphs in order to determine the meaning of data presented for assigned programs and/or projects.
33. Ability to analyze and evaluate policies and/or procedures for effectiveness and/or impact.
34. Ability to establish and maintain cooperative working relationships and credibility with others.