UNIVERSITY OF SOUTHERN CALIFORNIA

Human Resources Generalist - Shared Service Center

Job Code: 113316

 Grade: 00
 OT Eligible: Yes
 Comp Approval: 4/7/2015

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**JOB SUMMARY:**

Provides Tier 1 general human resources support to the university community in a shared services environment according to established Service Level Agreements to ensure issues are handled with a high degree of expertise, customer satisfaction, and timely response and resolution. Serves as a central point of contact for faculty, staff, student workers, managers and administrators requiring assistance with routine employment matters; triaging requests and managing cases referred or escalated to central HR centers of expertise for resolution. Provides supplemental school/division-based human resource support services. May serve as an HR Partner for schools/divisions who do not have a dedicated HR Partner, when an HR Partner is on leave, or periods during which an HR Partner position is temporarily vacant.

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**JOB ACCOUNTABILITY:**

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- Fields inquiries and requests from faculty, staff and student workers for assistance with routine Tier 1 employment matter, including but not limited to interpretation of university employment policies and procedures, and recommending best practices; responsible for evaluating and analyzing inquiries/transactions and determining the appropriate resolution/escalation; assisting employees with self-service transactions in Workday or other HRIS (e.g., benefits, leave, demographic changes, pay stub inquiries); and providing mass transaction processing support.

- Provides support, as requested, to assist managers with routine employment matters, including preparation of offer letters, disciplinary procedures and official written warnings, performance development plans; preparation of reorganization plans, termination requests; employee relations and dispute resolution; compensation administration, including recommending appropriate new hire salaries/wages and preparing justification requests for market adjustments, reclassification and internal promotions.

- Provides HR Partner services to schools/departments upon request and consistent with specified service level agreements.

- Maintains knowledge of, interprets and provides advice on university employment policies and procedures, benefit plans and recommends best practices. Escalates requests for exceptions to appropriate central HR centers of expertise and/or administrators; serves as the employee’s primary point of contact managing cases to resolution.

-Documents telephone, email, Web-based or in-person inquiries, referrals, escalation and resolution using a case management system. Uses available reporting capabilities and analytics to drive service improvement.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: □ No  □ Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 years

**Minimum Field of Expertise:**

- Directly related experience as a human resources generalist. Working knowledge of principles and practices of human resources regulatory requirements and best practices.
- Knowledge of human resources workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, performance management, disciplinary actions, employee relations, affirmative action, disability, workers compensation, organizational development, human resources information systems and HR data analytics. Knowledge of relevant federal, state and local laws and regulations. Demonstrated effective oral and written communications and excellent interpersonal customer service skills.

**Preferred Education:**

- Bachelor’s degree

**Preferred Field of Expertise:**

- Human resources generalist experience in a university or similar setting. One or more of the following certifications: PHR, SPHR, SHRM-CP, SHRM-SCP.

**Skills:**  **Administrative:**

- Communicate with others to gather information
- Compose letters
- Counseling
- Customer service
- Gather data
- Input data
- Prioritize different projects
- Research information
- Schedule appointments
- Understand and apply policies and procedures
- Understand and enforce regulatory guidelines
- Use database and/or word processing software
- Verify calculations

**Skills:**  **Other:**
Active listening
Analysis
Assessment/evaluation
Coaching
Conflict resolution
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Organizational development and design
Planning
Problem identification and resolution
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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