UNIVERSITY OF SOUTHERN CALIFORNIA

HD Human Resources Specialist

Job Code: 113317

Grade: J
OT Eligible: No
Comp Approval: 4/16/2015

JOB SUMMARY:

Has professional responsibilities for a large school or division’s day-to-day administration of a human resource program(s) and policies covering one or more of the following: employee relations; and recruitment and hiring. Assists Human Resource Director and administrators, directors, managers and supervisors with resolution of moderate to complex employee relations work-related problems, issues and complaints and/or staffing needs, recruitment, hiring and onboarding matters. Provides employee counseling and candidate and/or employee interviewing for designated human resource area(s) of activity. Develops, applies and interprets school or division designated human resource internal policies and procedures for program(s) and services. Advises administrators, directors, managers and supervisors on the application of related human resource policies, procedures, and guidelines and consults with appropriate university central personnel offices, as needed. Reports to a Human Resources Director.

JOB ACCOUNTABILITIES:

**E/M/NA % TIME**

Administers a large school/division’s daily operation of human resource program(s), services and policies for one or more of the following: employee relations; and recruitment/hiring. Develops and initiates program(s) designed to establish and maintain effective customer service through consistent and equitable application of university policies and procedures in collaboration with the Human Resources Director.

Assists Human Resources Director with development of short and long-range strategic plans to improve customer services and program(s) efficiency and effectiveness through such means as developing school/division communication vehicles, training programs, and/or web-based resources. Monitors effectiveness of programs. Assesses quality of programs with the goal of recommending modifications that will improve services. Develops new and better methods for creating employee work environments. Plans and coordinates the establishment, implementation and maintenance of reporting activities.

Develops, applies and interprets internal school/division human resource policies and procedures for designated human resource program(s) and services and disseminates through communications vehicles and/or meetings. Makes modifications of internal school/division human resource program(s) policies and procedures.

Administers the daily operation of employee relations programs for a large school/division. Meets with concerned parties to discuss employee complaints, work-related problems and/or issues. Conducts preliminary investigations of employment related complaints for faculty, students and/or staff in conjunction with the university’s Employee Relations Office to meet university and regulatory requirements. Performs preliminary analysis and comprehensive evaluation of findings for each reported employment complaint. Performs trend analyses and evaluation of findings regarding all employee complaints, work-related problems and/or issues for school/division on a regular basis, as requested. Makes recommendations to Human Resources Director regarding the best course of action.
for effective internal resolution of employment related complaints, issues and problems.

Collaborates with school/division hiring administrators, directors, managers and supervisors for projecting current and future staffing needs, recruitment, job offers, hiring of faculty, staff and/or students and on-boarding. Consults with Compensation Office on determining an appropriate job description for staff positions. Collaborates with school/division management and Employee Recruitment Services regarding hiring strategy, recruitment, sourcing, advertising and development of job profiles, etc. Reviews and evaluates applicant’s work history, education, training and other qualifications for positions. Initiates phone screening of candidates, as needed. Interviews and recommends to hiring managers placement of prospective employees from both internal and external sources. Determines best avenue in recruiting (e.g., advertising, direct contact, employee referrals, research organizations, job fairs, internet, employment agencies, newspapers, journals, etc.). Notifies applicants of consideration or rejection. Conducts exit interviews, as appropriate.

Coordinates programs and services in consultation with appropriate central personnel offices. Interacts with central personnel offices for collaboration purposes, advice and/or to provide school/department research and background information to facilitate administration and delivery of services.

Assists central personnel offices with identification of training needs for faculty, staff and/or students as reflected by problems, issues, situations or complaint trends. Participates with development of programs to meet staff training requirements. Assists in the review and analysis of training needs of faculty, staff and/or students to determine the most effective types of training programs needed and the best methodology and approaches to incorporate in programs. Conducts training sessions and workshops, as needed.

Documents all counseling and consultation sessions held with faculty, staff and/or students, supervisors, managers and administrators.

Develops and maintains a personnel information system that complements the university system. Maintains school/division confidential files, as needed. Generates reports for monitoring and assisting with performing statistical and trend analyses.

Maintains currency with, understands and ensures compliance with all university and school/division policies and procedures and with all federal, state and local laws related to employment law and human resources best practices. 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 human resource experience providing thorough knowledge of laws governing human resource and policies and procedures. Knowledge of human resource theories, principles and practices. Knowledge of principles and processes involved in business and organizational planning, coordination and execution. Demonstrated interpersonal and communication skills.

Preferred Education:
Bachelor’s degree

Preferred Experience:
5 years

Preferred Field of Expertise:
Human resource generalist experience in a university setting. One or more of the following certifications: PHR, SPHR, SHRM-CP, SHRM-SCP.

Skills: Other:
Analysis
Assessment/evaluation
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Statistical analysis
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 and/or temporary 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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