UNIVERSITY OF SOUTHERN CALIFORNIA
Human Resources Generalist
Job Code: 113325

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<td>OT Eligible:</td>
<td>Yes</td>
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<td>Comp Approval:</td>
<td>4/7/2015</td>
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**JOB SUMMARY:**

Serves as a human resources generalist for a school, division, or department assisting employees, managers and administrators or other human resource professionals with employment issues and human resources best practices. Coordinates and implements a variety of human resources functions for faculty, staff and students in a school, division or department, as needed. Assists with coordinating and implementing human resources, programs, policies, procedures and services. Has responsibility for assisting with various human resources functions such as workforce planning and development, recruitment, hiring, performance management, compensation administration, training and development, disciplinary actions, terminations, reorganizations, employee relations, employee records, leaves, and timekeeping.

**JOB ACCOUNTABILITIES:**

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<th>E/M/NA</th>
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- Serves as a human resources generalist for a school, division or department assisting employees and supervisors, managers and administrators or other human resource professionals with employment issues and best practices. Coordinates and implements a variety of human resources functions for faculty, staff and students in a school, division or department, as needed. Assists with coordinating and implementing human resources, programs, policies, procedures, and services. Assists with carrying out activities that address issues such as workforce planning and development, employee retention, organizational design, change management and succession planning.

- Resolves basic to moderately complex employment issues or requests regarding matters related to human resources areas.

- Assists management with implementing recruiting strategies to meet current or anticipated staffing needs, as requested. Collaborates with HR Partners and managers/supervisors regarding hiring processes, increasing applicant pool, recruitment, sourcing, and advertising, etc.

- Coordinates or assists with coordinating recruitment and placement activities for faculty, staff, students, resource, and temporary workers. Performs searches or assists with searches for qualified job candidates, using sources such as computer databases, networking, internet recruiting resources, media advertisements, job fairs, recruiting firms, or employee referrals. Seeks out applicants for job openings that are difficult to fill, as requested. Coordinates with or assists coordinating with outside staffing agencies to secure temporary employees based on departmental needs.

- Assists managers, administrators and supervisors with hiring process. Assists with reviewing and evaluating applicants’ qualifications or eligibility for positions according to job classification requirements, as needed. Interviews or assists with interviewing job applicants to obtain information on work history, training, job skills, etc., as needed. Conducts reference checks on job applicants.

- Liaises between school, division or department HR Partners, managers, supervisors or administrators and central human resources personnel. May require
some research and collection of data to provide to appropriate parties.

Assists with the internal resolution of employee grievances. Meets with concerned parties to discuss employee complaints, work-related problems and/or issues, as requested. Provides information and assistance to the university Employee Relations Office to facilitate grievance resolution.

Advises managers and supervisors about the steps in progressive discipline and the proper treatment of employees during disciplinary proceedings. Assists with identifying and clarifying problems, evaluating potential solutions and coordinating and implementing selected solution in concert with the human resources manager/director. Assists with the termination process, outplacement counseling, and exit interviewing, as necessary.

Assists managers and supervisors with compensation administration for faculty, staff, students, temporary or resource workers. Assists with advising on new hire salaries, pay adjustments and reclassifications and promotions, as needed. Supports the annual salary review process and serves as a liaison between managers, supervisors and administrators and the university’s Compensation Office. Ensures classification and pay practices are consistent with university policy and process.

Assists supervisors with drafting employment documents such as offer letters, disciplinary notices, etc. Assists with various notifications (e.g., disciplinary intervention).

Provides technical assistance with human resources self-service matters such as Workday system access, benefits enrollment, pay stub inquiries, etc.

Assists with administration of a school, division or department training program that addresses on boarding, new employee orientation (as a supplement to the university’s staff orientation program), training needs assessment, management and supervisory development, skills training, on-the-job training, cross-training, measurement of training impact, etc., as requested. Provides necessary education and materials to managers, supervisors and employees including workshops, manuals, standardized reports, etc., as needed.

Explains university employment policies, procedures and employment federal and state laws, standards and regulations. Liaises between managers, supervisors and administrators and the Office of Human Resources Administration. Maintains current knowledge of and ensures compliance with federal, state and local laws, standards and regulations related to employment law and human resources best practices.

Provides information to managers, supervisors, and administrators on best practices related to interviewing, performance appraisals and management, documentation of performance issues, counseling techniques, etc.

Gathers and accurately records relevant employment related data in Workday. Ensure accuracy of data entered. Prepares and maintains employment records related to events such as hiring, termination, leaves, timekeeping, transfers, reclassifications and promotions using Workday and/or departmental human resources management database, as necessary. Maintains and updates human resources information and documentation in Workday. Ensures the confidentiality of employee records and files.

Prepares reports for management by researching, collecting, analyzing, and summarizing employment-related data and trends, and workforce analytics. Assists with special projects, reports or studies covering a range of issues for human resource matters such as layoffs/reorganizations, etc.

Assists with the administration of collective bargaining agreements and/or grievance procedures, as appropriate.
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:**

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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 resources generalist experience. Working knowledge of principles and practices of human resources administration. Knowledge of human resources workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, disciplinary actions, employee relations, affirmative action, disability, workers compensation, organizational development and information systems. Knowledge of relevant federal, state and local laws and regulations. Demonstrated effective oral and written communications and excellent interpersonal skills.

**Preferred Education:**

- Bachelor's degree

**Preferred Experience:**

- 4 years

**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:
Analysis
Assessment/evaluation
Coaching
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
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.

The University of Southern California is an Equal Opportunity Employer