UNIVERSITY OF SOUTHERN CALIFORNIA
Senior Human Resources Generalist
Job Code: 113327

Grade: 00
OT Eligible: No
Comp Approval: 4/7/2015

JOB SUMMARY:
Serves as a senior human resources generalist professional for a school or department. Leads the coordination and implementation of human resources plans, programs, procedures and services. Provides assistance and expertise in the areas of organizational development/workforce planning, hiring, performance management, compensation administration, training and development, disciplinary actions and terminations, employee relations, workforce analytics, employee records and absence and timekeeping management. Provides consultative services to and assists faculty, staff, student workers, supervisors, managers, and administrators to resolve moderate to complex employment issues, complaints and process transactions. Coaches and advises employees regarding human resources programs, practices, policies and procedures. Develops, applies and interprets school or department human resources internal policies and procedures for program(s) and services. Provides leadership, guidance and direction to other human resources personnel, as assigned.

JOB ACCOUNTABILITIES:

* E/M/NA  % TIME

--- --- Serves as a senior human resources generalist for a school or department assisting employees, managers and administrators or other human resource professionals. Leads the coordination and implementation of human resources plans, programs, policies and procedures, and services to help align the workforce with university’s strategic goals. Assists human resources manager/director and/or management with development of short and long-range strategic plans to improve human resources customer service and program(s) efficiency and effectiveness. Provides leadership, guidance and direction to other human resources personnel, as assigned.

--- --- Designs, develops and guides efforts to improve department performance to support achievement of goals and objectives through integrated human resources plans. Leads development of project plans to include project goals and outcomes, timelines, and deliverables. Works with staff to adjust strategies to meet changing business and talent needs. Ensures that appropriate faculty and staff are aware of projects and timelines.

--- --- Provides assistance to managers and administrators with carrying out organizational development activities such as workforce planning, business process redesign, and succession planning, etc. Works with managers and administrators on department reorganizations. Assists departments align needs and priorities with those of its workforce to ensure it can meet its service, organizational and regulatory objectives, etc. Assists with succession planning by identifying and developing internal employees with potential to fill key business leadership positions.

--- --- Supports managers, administrators and supervisors with hiring process. Advises managers, supervisors and administrators on best practices related to interviewing. Determines best avenue in recruiting (e.g., advertising, direct contact, employee referrals, job fairs, internet, journals, etc.). Reviews and evaluates 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. Makes recommendations to hiring managers placement of prospective employees from both internal and external sources.

Provides guidance on the utilization of the Workday performance management module to maximize staff engagement, development and performance as well as create efficiencies and increase effectiveness. Provides consultative services on performance management planning that focuses on establishing unit strategy and goals, aligning goals of employees and unit, assessing performance, documentation of performance issues, counseling techniques, ongoing feedback, recognition correlated with pay for performance, and individual career development plans and opportunities.

Advises managers and supervisors on compensation administration for faculty, staff, students, temporary or resource workers including new hire salaries, pay increases, reclassifications and promotions, as needed. Supports the annual wage and 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 policies and procedures.

Establishes and administers a school or department training program that addresses areas such as on boarding, new employee orientation (as a supplement to 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. Assists central human resources administration with identification of training needs as reflected by problems, or complaint trends. Assists in review and analysis of training needs to determine most effective types of training programs needed and best methodology and approaches to incorporate in programs. Develops and conducts training sessions and workshops, as needed.

Develops, applies and interprets school or department human resources internal policies and procedures for program(s) and services. 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. Is accountable for maintaining current knowledge of and ensuring compliance with federal, state and local laws, standards and regulations related to employment law and human resources best practices.

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 human resources manager/director or senior management. Assists with termination process, outplacement counseling, and exit interviewing, as necessary.

Collaborates with central human resources expertise areas with problematic issues or cases (e.g., complex matters, exceptions, etc.). Liaises between school or department managers, supervisors and administrators and central human resources personnel. May require some research and collection of data to provide to appropriate parties.

Assists with internal resolution of employee grievances. Meets with concerned parties to discuss employee complaints, work-related problems and/or issues, as requested. Performs preliminary analysis and comprehensive evaluation of findings for each reported employment complaint. Makes recommendations to human resources manager/director or management regarding the best course of action for effective internal resolution of employment related complaints, issues and problems. Provides information and assistance to university Employee Relations Office to facilitate grievance resolution. Assists supervisors with drafting
employment documents such as disciplinary notices, etc.

Gathers and accurately records relevant employment related data in Workday for compliance purposes. Ensure accuracy of data entered. Prepares and maintains employment records related to events such as hiring, termination, absences, timekeeping, transfers, reclassifications and promotions using central Workday system, as necessary. Maintains and updates human resources information and documentation, such as organizational charts, employee directories, etc., as required. Ensures the confidentiality of employee records and files.

Provides consultative services to eligible employees and supervisors on family, medical and military absences management covering length of absences, health insurance coverage, job protection, etc. Assists employees and supervisors with timekeeping management and related policies and procedures.

Evaluates and recommends department improvements to human resources processes and procedures continually to meet the needs of the central human resources administration.

Creates reports for management by researching, analyzing, evaluating and summarizing employment-related data and trends, and workforce analytics. Recommends department improvements to human resources processes and procedures based on findings to meet the needs of the school or department and central human resources administration.

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:

5 years

Minimum Field of Expertise:

Directly related human resources generalist experience. Strong knowledge of principles and practices of human resources administration. Knowledge of human resources organizational development/workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, disciplinary actions, employee relations, affirmative action, disability, workers compensation, 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:
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Skills:  Other:
  Active listening
  Analysis
  Assessment/evaluation
  Coaching
  Communication -- written and oral skills
  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.
  Lead/guidance skills
  Organization
  Organizational development and design
  Planning
  Problem identification and resolution
  Project management
  Research
  Teaching/training

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

Supervises:  Level:
  Leads one or more employees performing similar work.
  May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
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