UNIVERSITY OF SOUTHERN CALIFORNIA
Community Relations Safety Liaison
Job Code: 147028

Grade: 00
OT Eligible: No
Comp Approval: 2/25/2016

JOB SUMMARY:
Serves as Liaison Officer for the university’s Department of Public Safety. Administers Department of Public Safety programs. Plans and schedules program services. Builds professional relationships within the university community and liaises between Department of Public Safety personnel, law enforcement and/or private security personnel, and external community members for implementation of program activities and special events. Acts as a representative of the university’s Department of Public Safety in community outreach programs and develops program design, content, policies and strategic planning efforts. Provides leadership, guidance and supervision to staff, student workers, and/or volunteers.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Administers university’s Department of Public Safety programs. Plans and develops program objectives and/or content. Researches and identifies trends and needs and establishes program directions accordingly.

Builds professional relationships within the university community and liaises between Department of Public Safety personnel, law enforcement and/or private security personnel, and external community members for implementation of Department of Public Safety program activities and special events.

Acts as a representative of the university’s Department of Public Safety in community outreach programs and develops program design, content, program operating and administrative policies and procedures, and strategic planning efforts.

Manages the delivery of services to program participants and/or beneficiaries. Sets and communicates program priorities and performance standards and assesses operations using these criteria. Researches and identifies client or beneficiary needs and recommends program modifications or creation of new programs and services.

Oversees Department of Public Safety social media communication efforts such as engaging with online communities, delivering customer service supports, creating original and high-quality content, implementing strategy to increase brand presence, and executing communication initiatives to enhance public safety awareness and to support USC community quality of life efforts.

Assesses quality of program operations. Tests and evaluates the effectiveness of existing program content and services. Modifies existing program services or creates new program offerings to maintain or enhance program standing. Links program with other relevant departments on or off campus as necessary.

Develops and monitors community services programs performance tracking tool. Identifies scope and key measurements for setting program achievement standard. Provides analysis and prepares reports on performance measurement results to document programs effectiveness and personnel responsiveness.
Identifies fund-raising and development opportunities. Researches and identifies funding sources. Contributes to proposal development by writing proposals or coordinating the input of others. Attends events to network on behalf of program services.

Travels to promote USC, if so assigned. When assigned or appropriate, entertains media representatives to advance professional relationships, deals with inquiries and responds to media questions. Provides additional services to members of the media such as tours of the campus or other USC facilities. Coordinates visits for special guests such as local and national political representatives, celebrities, etc.

Provides leadership, guidance and supervision to staff, student workers, and/or volunteers. Leads others in the planning and delivery of services, activities and special events.

Oversees onboarding and orientation of new employees to ensure understanding of duties, responsibilities, work requirements and performance standards. Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (including student workers) to meet department business requirements. Authorizes overtime and monitors meal and rest periods for non-exempt employees to ensure compliance with university timekeeping requirements and employment policies. Submits time records on behalf of employees who fail to provide timekeeping records to ensure timely payment, as needed.

Develops and conducts program-focused training and assesses proficiency or readiness of trainees, as required.

Serves as a key resource for program information. Resolves problems or questions referred by staff, university administrators, or other contingencies. Interfaces with faculty, staff, students, and external contacts for information exchange regarding Department of Public Safety program services or content.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies the Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community, and notifies the Clery Compliance Coordinator in the Department of Public Safety.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.

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
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
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- Project management or administrative operations experience. Excellent communication negotiation, listening, interpersonal and problem solving skills.

**Preferred Education:**
- Master's degree

**Preferred Field of Expertise:**
- Excellent communication skills both written and verbal. Experience with social media engagement and brand awareness campaign. Ability to prioritize, organize, analyze and work independently in a fast paced work environment.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Consulting
- Interpersonal skills
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Leadership
- Managerial skills
- Networking
- Organization
- Public relations
- Public speaking/presentations
- Supervisory skills
- Teaching/training

**Supervises: Level:**
- Supervises employees and/or student workers.
Supervises student, temporary and/or resource workers.
Trains employees on specific skills and tasks as required.

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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