



Case Resolution Specialist, Employee and Labor Relations Job Description

JOB INFORMATION

<i>Job Code:</i>	117567
<i>Job Title:</i>	Case Resolution Specialist, Employee and Labor Relations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Employee/Labor Relations
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides impartial consultation, conflict resolution, and problem solving in response to informal and formal complaints from various campus stakeholders. Conducts inquiries, analysis, and case resolution and assists in the development and maintenance of relevant policies, procedures, and guidelines. Responsible for maintaining accurate, up to date records and documentation in case management system. Stays current with modern case resolution methods and best practices to resolve workplace concerns in a proactive manner.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Master's degree		Or
	X	Master's degree	Human Resources	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	Or
	X	Master's degree	Law	Or
	X	Master's degree	in related field(s)	Or
	X	Juris Doctor (JD)		

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
X		4 years	resolving workplace disputes, engaging in conflict resolution in a large, multi-faceted organization, conducting workplace investigations	
	X	7 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to gather, organize, and synthesize information, conduct analysis, document progress, and make recommendations for complex and sensitive issues.
X		Ability to adhere and enforce complaint procedures and fundamental components of fair process standards.
X		Knowledge of best practices used to investigate and resolve employee concerns or grievances including best practices as they relate to reducing bias during grievance resolution processes.
X		Proven skill, sensitivity and experience interacting with constituents who are diverse in characteristics such as age, education level, race, gender identity and expression, ability, and socioeconomic backgrounds in a culturally sensitive manner.
X		Demonstrated written and oral communication skills; skill-building rapport in an open, friendly, and accepting way.
X		Ability to present complex issues in a clear, concise, and visually appealing manner.
X		Ability to communicate in writing and verbally for variety of audiences and levels of leadership to inspire further action.
X		Excellent customer service skills.
	X	Experience with iSight case management software or other, similar case management software or database.
	X	Experience working with diverse populations, in a higher education institutional setting including populations of color, the LGBTQ+ community, veterans, and persons with disabilities.
	X	Experience in, and awareness of, the sensitivity required when interacting with a diverse community on trauma-related topics.
	X	Certification and/or experience with complex workplace investigations.
	X	Conflict resolution, alternative dispute resolution, or conflict management skills.
	X	Strong presentation and facilitation skills with an emphasis on education and training for a variety of constituencies.
	X	Demonstrated excellence in writing comprehensive investigative reports.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Documents and maintains employee and labor relations and workplace concerns in a case management system in a timely manner. Ensures all employee relations and workplace concerns are addressed.				
Conducts impartial, confidential trauma-informed interviews and fact-finding meetings to investigate formal and informal complaints and inquiries. Interviews employees, collects appropriate documentation, reviews information from a variety of sources, and provides support as the case is facilitated to resolution, ensuring a well-documented, prompt, and equitable process for all parties.				
Develops and communicates results, corrective actions, and recommendations for appropriate resolutions to an array of complex workplace issues using a variety of tools (e.g., facilitated dialogue, shuttle diplomacy, other alternative dispute resolution methods). Drafts, implements, and monitors informal resolution agreements.				
Provides outreach and training on matters related to resolving workplace concerns according to university policies, procedures, and processes to various audiences. May work in collaboration with other unit members to perform projects and conduct background research to assist with cases, training, and development of outreach and other programming materials.				
Assists with writing and maintaining employee policies and procedures, ensuring compliance with university policies and procedures. Works to foster and maintain effective and collegial relationships with internal and external stakeholders in support of the university's goals and values. Stays current with modern case resolution methods and best practices to resolve workplace concerns in a proactive manner. Promotes an environment that fosters inclusive relationships				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.