



Community Relations Safety Liaison Job Description

JOB INFORMATION

Job Code:	147028
Job Title:	Community Relations Safety Liaison
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Public Safety (Non-Step)
Job Family Group:	Public Safety
Management Level:	6 Supervisor

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

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

Req	Pref	Work Experience	Experience Level
X		5 years	

Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Project management or administrative operations experience.
X		Excellent communication negotiation, listening, interpersonal and problem solving skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Experience with social media engagement and brand awareness campaign.
	X	Ability to prioritize, organize, analyze and work independently in a fast paced work environment.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 program effectiveness and employee 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 the university, 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 (e.g., tours of the campus or other university facilities). Coordinates visits for special guests (e.g., local and national political representatives, celebrities).				
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.				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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/
Campus Security Authority (CSA)			Essential:
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/			Yes

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.