



USC University of
Southern California

Director, Client Services Job Description

JOB INFORMATION

<i>Job Code:</i>	117709
<i>Job Title:</i>	Director, Client Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May supervise student, temporary and/or resource workers.; Supervises employees and/or student workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Oversees a team acting as strategic human resources partners for designated business units across the university. Defines organizational and workforce strategies for HRPs to act as an effective thought partner and key advisor. Applies best in class HR practices and deep domain knowledge to ensure HRPs are equipped with tools and strategic guidance needed to transform business strategies and goals into talent solutions that improve the employee experience.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Human Resources	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Organizational Development	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Human Resources	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Organizational Development	Or
	X	Master's degree	in related field(s)	

Additional Education

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

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		10 years	HR and/or human capital management (e.g., employee and labor relations, talent management)	
X		4 years	management role	
	X	12 years	HR and/or human capital management	
	X	6 years	management role	

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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to drive strategies utilizing demonstrated expertise in varied HR domains (e.g., compensation, diversity and inclusion).
X		Demonstrated expertise in total rewards including compensation, recruitment, employee and labor relations, talent management (e.g., performance management, learning and development), continuous process improvement, change management, training, diversity, equity and inclusion strategies, workforce planning, and organizational development.
X		Excellent ability in consulting with business/organizational units about strategically managing talent.
X		Proven success guiding teams with demonstrated values and leadership skills.
X		Excellent written and oral communications skills, with the ability to exercise discretion with confidential information.
X		Proven knowledge of current labor and employment laws and regulations (e.g., ADA, COBRA, FLSA).
X		Demonstrated success consulting with unit leaders on workforce planning, talent assessments and performance management.
X		Proven and effective planning, organizational and time management skills.
X		Demonstrated emotional intelligence and excellent interpersonal and conflict-resolution skills, able to develop positive working relationships and strong rapport with people from diverse backgrounds.
X		Proven success guiding teams with demonstrated values and coaching skills.
X		Ability to manage one or more direct reports.
X		Proficiency with Microsoft Office.
	X	Experience in higher education and/or serving in a consultative role directly advising business leaders.
	X	Ability to drive change while maintaining equitable, consistent work environments.
	X	Demonstrated success implementing industry trends and best practices in HR client service methodologies including serving as a data-driven problem solver, influencing at all levels, and serving as a trusted coach and independent voice.
	X	Proven experience creating business and action plans transforming the HRP role from a tactical to strategic HR service provider.
	X	Experience in leadership/management roles and in unionized environments.
	X	Demonstrated success implementing industry trends and best practices in HR client services.
	X	Ability to enhance and apply strategic initiatives in daily operations, providing guidance and support as necessary.
	X	Developed client-relationship management skills and demonstrated experience developing consultative relationships with leaders.
	X	Proven ability to successfully work in a consensus decision-making environment.
	X	Developed team-based management style with the ability to drive change while maintaining an ethical, equitable, consistent and team-focused work environment.
	X	Ability to interact with all levels of an organization, influencing decision makers and setting and managing expectations.
	X	Ability to mentor and develop HRPs and managers by outlining goals, objectives, implementing support (e.g., teaching) and performance measures and encouraging continuous learning and training.

Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X		Chartered Institute of Personnel and Development (CIPD) certification
	X		Certified Professional in Learning and Performance (CPLP) certification
	X		Organization Development Certified Professional Program (ODCP) certification, or similar (e.g., SHRM-CP/SHRM-SCP, PHR/SPHR).

Other Job Factors

- May require work and travel on weekends, evenings and/or holidays, based on business necessity.
- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Oversees teams of HR partners, providing strategic direction and leadership and contributing to immediate and larger, long-term goals. Works with HR partners to define learning, career mobility opportunities and develop succession plans, leveraging expertise in many areas (e.g., HR client services, employee relations, change management). Understands and applies HR best practices and key data to contribute to unit/enterprise near and long-term strategies. Possesses an understanding of the strategic relationship between HR services and business functions, strategies and goals.				
Employs high ethical and equitable management standards, creating high performing and engaged teams. Develops objectivity and critical-thinking skills to make sound judgments based on keen analysis, best practices and an understanding of preferred desired outcomes. Builds an effective internal/external network to understand units' business needs and deliver appropriate support. Drives people analytics to enable data-driven decision making. Maintains open lines of communication with direct reports to understand existing pain points and discuss improvement opportunities.				
Sets HR partner strategies for units based on talent/organizational data and HR best practices, equipping them with tools necessary to act as outstanding strategic advisors. Works with HR unit leaders to establish plans to transform the HR partner role from a tactical to strategic HR service provider (e.g., design/implementation assessments, gap analysis, up-skilling/learning initiatives).				
Emphasizes the importance of service excellence by interweaving it into project details, measurements and team development and training. Interacts regularly with stakeholders to collect feedback and continuously improve services. Escalates issues in a timely manner when needed. Meets deliverables in concert with deadlines. Consistently communicates with direct reports to understand existing challenges and areas of opportunity. Provides feedback to the solution center regarding transactional services and knowledge content provided for continuous improvement purposes.				
Disseminates unit, university, and HR strategies to HR partner teams, discussing key elements and individual responsibilities. Analyzes current/anticipated conditions and limitations that may affect ability to achieve strategic outcomes. Defines organizational and workforce strategies and works across HR functional areas to ensure teams are equipped with relevant and current data, analytics, policy and industry knowledge to effectively serve clients. Creates systems and business processes enabling targets to be met in concert with deadlines.				
Integrates USC's values (e.g., integrity, accountability) throughout all organizational and HR practices. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				
Stays current with any updates to HR best practices and changes in legal, regulatory and technology environments which may affect operations. Reassigns staff responsibility as needed to avoid challenges or roadblocks to success. Establishes and maintains appropriate network of professional contacts and memberships in professional organizations. Attends meetings, seminars and conferences, and maintains required/desirable certifications, if applicable.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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/			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.