



# USC University of Southern California

## Director, Culture

### Job Description

#### JOB INFORMATION

|                   |  |
|-------------------|--|
| Job Code:         | 133557   |
| Job Title:        | Director, Culture  |
| FLSA Status:      | Exempt   |
| Supervisory:      | May oversee staff, students, volunteers, agencies and/or resource employees. |
| Job Family:       | Administrator  |
| Job Family Group: | Administration   |
| Management Level: | 4 Administrator  |

#### JOB SUMMARY

Actively drives, develops, coordinates and maintains all university-wide strategies, programs, training and frameworks aimed at enhancing and promoting a culture based on values, well-being, and ethical decision-making. Oversees day-to-day operations of all programs related to the initiative, applying structured methodology to lead change management activities. Partners with the Working Group on Culture (WGC) and key stakeholders at the university to transform the state of culture to one desired. Develops a network of culture and values champions, providing coaching and leadership to support their culture change efforts. Partners with the president's office, senior leadership, student leaders, and the Vice President of Ethics and Compliance/Chief Compliance Officer to set clear goals for the university. Designs and develops a system or tools to measure the acceptance and movement of culture issues throughout the university.

#### 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.**

☐ Combined experience/education as substitute for minimum education

##### Work Experience

| Req | Pref | Work Experience | Experience Level |
|-----|------|-----------------|------------------|
| X   |      | 7 years         |                  |
|     | X    | 10 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   |      | Bachelor's degree in business administration, social work, psychology, or relevant field.   |
| X   |      | Seven years' relevant experience.   |
| X   |      | Experience in organizational effectiveness and change management, with a solid understanding of the drivers of organizational climates.   |
| X   |      | Extensive program facilitation experience in multiple small and large groups at all levels of participation and leadership.   |
| X   |      | Experience leading functional and cross-functional team projects with shared objectives.  |
| X   |      | Proven track record of developing and implementing action-oriented innovative models of practice, approach and policy for promoting culture changes, strengthening organizations and workplace environments.  |
| X   |      | Demonstrated ability to track, manage and handle significant volumes of matters involving different issues with keen attention to detail.   |
| X   |      | Knowledge of risk management and liability issues affecting higher education.   |
| X   |      | Experience applying policies and procedures, writing legal and technical documents, and at assembling, organizing, and conceptualizing numerical data in spreadsheets, databases, reports, and presentations. |
| X   |      | Lead/guidance skills, with the ability to manage and prioritize different tasks and projects.   |
| X   |      | Deft interpersonal skills for communicating with all levels of staff and diverse individuals and groups.  |
| X   |      | Excellent problem-solving skills with demonstrated ability addressing difficult and complex issues, and diffusing high-tension situations.  |
| X   |      | Knowledge of human resources processes, with experience in mediation, negotiation, staff development, and teaching/training staff.  |
|     | X    | Experience working with academic and business leaders to deliver global culture changes in higher education.  |
|     | X    | Multilingual skills, including Spanish.   |
|     | X    | Familiarity with academic medical center environments.  |

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Actively drives, develops, coordinates and maintains all university-wide strategies, programs, training and frameworks aimed at enhancing and promoting a culture based on values, well-being, and ethical decision-making. Oversees day-to-day operations of all programs related to the initiative, and manages internal implementation team. Develops, manages, oversees and obtains approvals for initiative budgets, creating forecasts for current and future costs of culture programs and assessments.  |        |           |          |     |
| Applies a structured methodology to lead change management activities. Partners with the Working Group on Culture (WGC) and key stakeholders at the university and medical campuses to transform the current state of culture to the desired state, and focuses on continuous improvement. Conducts research and analysis, creating reports outlining the university status quo and comparing it to best-in-class programs and schools.   |        |           |          |     |
| Develops a network of culture and values champions, providing coaching and leadership in individual/group efforts to support their school, department, or organization in culture change efforts. Collaborates closely with University Communications on regular reporting, web presence and news stories for the campuses and general public.  |        |           |          |     |
| Creates and coordinates the agenda for the President's Culture Commission and the WGC. Partners with the president's office, senior leadership, student leaders, and the Vice President of Ethics and Compliance/Chief Compliance Officer to set clear goals for the university. Prepares briefing materials, progress reports and communications for the president and provost to review and share with leadership, as needed. Works with human resources, the offices of Faculty Affairs and General Counsel, and other units, as appropriate, to ensure systems and processes support the espoused university culture. |        |           |          |     |
| Designs and develops a system or tools to measure the acceptance and movement of culture issues throughout the university. Authors program development proposals that include concrete objectives and measurements, budgets, and  |        |           |          |     |

## JOB ACCOUNTABILITIES

|  | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| timelines, maintaining progress reports and collaboratively developing metrics that track changes. |        |           |          |     |

## 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 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |
| <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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a> |  |                   | No  |

## 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.