



USC University of
Southern California

Employee Engagement Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	117602
<i>Job Title:</i>	Employee Engagement Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Organizational Change Management/Engagement
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Assists in the implementation of employee engagement and onboarding programs and initiatives. Facilitates pre-employment and onboarding processes, collects data and coordinate processes for reporting needs, and maintains and updates databases, files, and systems as required.

JOB QUALIFICATIONS:

Education

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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated professionalism in all communications.
X		Experience serving as the point of contact for incoming employees (e.g., providing information, direction, coaching for documentation/onboarding).

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience managing the administration, coordination and logistics of onboarding (e.g., virtual and in-person). Experience facilitating an organized, welcoming, new hire orientation on a regular schedule.
X		Demonstrated expertise collaborating with departments (e.g., HR, etc.) to ensure new employees' timely access to job necessities (e.g., to systems, technology, physical space, tools).
X		Ability to analyze processes and identify issues or gaps in service.
X		Excellent written and verbal communications skills; comfort with facilitation.
X		Excellent people skills, situational awareness, and relationship-building abilities.
X		Ability to use sound judgment in making decisions with minimal supervision.
X		Ability to oversee concurrent projects with frequent interruptions.
X		Ability to prioritize and employ active listening when working with clients.
X		Ability to exercise discretion with confidential information
X		Expertise with Microsoft Office.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assists with development and delivery of employee programs, events, strategies, and other employee engagement driven activities focused on improving employee culture, productivity, and wellbeing.				
Facilitates pre-employment and onboarding processes (e.g., background checks, employment screenings, orientation scheduling, etc.), ensuring ongoing compliance and confidentiality. Monitors, manages, tracks, and updates completion of onboarding activities for new candidates. Serves as a primary point of contact for candidates and hiring managers throughout the onboarding process, serving as an ambassador and an informational resource.				
Collects data and coordinate processes for reporting needs. Maintains and updates databases, files, and systems as required. Assists with the preparation of reports and presentations.				
Creates and maintains relationships with key stakeholders. Maintains currency with any changes in legal, regulatory, and technology environments which may affect operations.				
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.				

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/			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.