



Executive Director, Client Services

Job Description

JOB INFORMATION

<i>Job Code:</i>	117711
<i>Job Title:</i>	Executive Director, Client Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Oversees a large, dynamic team of HR partners (HRPs) that act as strategic partners across the university infrastructure business units. Defines comprehensive strategy for university infrastructure HRPs to act as effective thought partners on organizational and workforce strategies. Ensures HRPs are equipped with current data, analytics, policy and industry knowledge to effectively serve clients. Prioritizes service excellence, strategic thinking, innovation, and diversity and inclusion, all with a view toward transforming 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		Or
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.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		12 years	HR and/or human capital management (e.g., employee and labor relations, talent management).	
X		6 years	management roles	
	X	15 years	HR and/or human capital management	
	X	8 years	management roles in large, complex organizations	

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 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		Extensive experience changing HR client service culture in complex organizations.
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 about strategically managing talent including 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 managing large teams with demonstrated team-based values and leadership skills.
X		Ability to manage one or more direct reports.
X		Proficiency with Microsoft Office.
	X	Ability to drive change while maintaining ethical, equitable, consistent and team-focused work environments.
	X	Experience in leadership/management roles and in unionized environments.
	X	Demonstrated success implementing industry trends and best practices in HR client service methodologies, particularly for core corporate functions, including serving as a data-driven problem solver, trusted coach and independent voice, influencing at all levels.
	X	Proven experience creating business and action plans transforming the HRP role from a tactical to strategic HR service provider.
	X	Experience in higher education and in consultative roles directly advising business leaders.
	X	Ability to implement 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	Ability to interact with all levels of an organization, influencing decision makers and setting and managing expectations.
	X	Ability to mentor and develop staff and managers by outlining goals, objectives, implementing support (e.g., teaching) and performance measures and encouraging continuous learning, realignment and training.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	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

	% Time	Essential	Marginal	N/A
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, leveraging expertise in many areas (e.g., HR client services, employee relations, change management) to guide HRP's in providing strategic direction to business units. Partners with solution center staff to coordinator transactional volume, communicate satisfaction/dissatisfaction about service levels, and advise on any training or knowledge content.				
Defines comprehensive organizational and workforce strategies, working 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 deliverables to be met in concert with deadlines. Helps establish near and long-term HR strategies and goals within the HRP community and supported business units to achieve desired outcomes. Analyzes current/anticipated conditions and limitations that may affect ability to achieve strategic outcomes.				
Sets HR partner strategies for designated units based on best practices and talent/organizational data and equips HRP's with tools necessary to act as outstanding strategic advisors. Disseminates unit, university and HR strategies to the HRP unit team, discussing key elements and individual responsibilities. Works with leadership to establish plans to transform the HRP 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 development and training of the team. Ensures strategies and services both support the university's mission and values and comply with university, state, and federal policies and regulations. Interacts regularly with stakeholders to collect feedback and continuously improve services. Continues to develop objectivity and critical-thinking skills to make sound judgments based on keen analysis and best practices. Escalates issues in a timely manner when needed.				
Oversees large team of HRP's providing client services for varied groups across the university. Guides team with strategic direction and leadership, contributing to immediate and larger, long-term goals. Manages HRP team workload and redistributes resources as required. Partners with directors and HRP's to define learning and career mobility opportunities. Employs high ethical and equitable management standards creating a high performing and engaged team. Builds an effective internal/external network to understand units' business needs and deliver appropriate support. Maintains open lines of communication with direct reports to understand existing challenges and discuss improvement opportunities.				
Drives people analytics to enable data-driven decision making and continuous improvements. 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.				
Ensures senior leadership and relevant stakeholders are informed in a timely manner of pertinent regulatory changes that may affect operations. Reassigns staff responsibility as needed to avoid challenges or roadblocks to success. Establishes and maintains appropriate network of contacts and memberships in professional organizations.				

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		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

Other Requirements

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