



USC University of
Southern California

Manager, Employee Engagement Job Description

JOB INFORMATION

<i>Job Code:</i>	117545
<i>Job Title:</i>	Manager, Employee Engagement
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Leads the development and execution of programs and initiatives aimed at improving employee engagement, retention, and satisfaction, and oversees the onboarding process for new hires. Develops plans and programs to address gaps in employee engagement results and to increase recognition of high performance and alignment to university values.

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	Communication	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	Or
		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		8 years		
X		7 years	experience in human resources, with a broad knowledge of HR functionality	And
X		1 year	at least of experience in a management role.	
	X	10 years	or more years' varied experience in HR,	And
	X	4 years	at least in management roles.	

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		Experience in business administration.
X		Demonstrated professionalism in all communications.
X		Excellent written and verbal communications skills; comfort with facilitation.
X		Ability to exercise discretion with confidential information.
X		Experience serving as the point of contact for incoming employees (e.g., providing information, direction, coaching for documentation/onboarding). Demonstrated experience managing the administration, coordination and logistics of onboarding (e.g., virtual and in-person).
X		Experience facilitating an organized, welcoming, new hire orientation on a regular schedule.
X		Demonstrated expertise collaborating with departments (e.g., HR) to ensure new employees' timely access to job necessities (e.g., technology, physical space, tools).
X		Ability to analyze processes and identify issues or gaps in service.
X		Demonstrated ability to design/create onboarding materials.
X		Excellent interpersonal skills, emotional intelligence and relationship-building abilities.
X		Ability to oversee concurrent projects with frequent interruptions, managing workload effectively while prioritizing competing needs.
X		Ability to prioritize and employ active listening skills when working with clients.
X		Expertise with Microsoft Office.
	X	Demonstrated experience managing others to facilitate the administration, coordination and logistics of virtual/in-person onboarding.
	X	Experience in higher education, learning and development and organizational change.
	X	Ability to recognize opportunities for automation/streamlining and upgrade the performance management process.
	X	Experience designing and executing holistic onboarding strategies.
	X	Demonstrated experience developing successful cross-training programs to ensure smooth succession processes.
	X	Ability to analyze onboarding session data to identify challenges or gaps in service and create and execute actionable improvement projects.
	X	Demonstrated success shaping the advanced development of orientation (e.g., leadership attendance, engaging content, active participation, navigation materials).
	X	Experience/ability to pioneer networking/engagement opportunities for new hires.
	X	Experience partnering with leadership to maintain updated new hire administrative requirements.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Chartered Institute of Personnel Development (CIPD), Certified Professional in Talent Development (CPTD) or other similar certifications (e.g., ODCP, SPHR).
	X	SHRM (Human Resource Certification)	SHRM-CP, SHRM-SCP,
	X	Professional in Human Resources - PHR	

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads the development and execution of programs and initiatives aimed at improving employee engagement, retention, and satisfaction. Ensures timely delivery of employee engagement programming tailored to the needs of university stakeholders, and creates feedback mechanisms to demonstrate effectiveness.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Monitors progress and recommend adjustments on employee engagement activities as they relate to matters of diversity, equity and inclusion.				
Oversees the onboarding process for new hires. Drives and implements innovations to automate processes and streamline the new hire experience. Collaborates with relevant stakeholders to ensure university access, tools, and workspaces for new hires. Cultivates relationships to maximize collaborative energy and creative resolutions to problems.				
Collaborates with key stakeholders and department leaders to develop and implement policies and procedures that support employee engagement and onboarding efforts. Partners with department leaders to understand employee needs, gather feedback, and design programs and initiatives that address employee engagement and onboarding challenges. Analyzes and reports on the effectiveness of engagement and onboarding programs, using data to guide decision-making and continuous improvement.				
Develops plans and programs to address gaps in employee engagement results and to increase recognition of high performance and alignment to university values. Responsible for defining eligibility criteria for employee recognition in alignment to the university values and determining recognition processes and frequency. 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

<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: 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/			

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.