



Specialist, Employee and Labor Relations

Job Description

JOB INFORMATION

<i>Job Code:</i>	117565
<i>Job Title:</i>	Specialist, Employee and Labor Relations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Employee/Labor Relations
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Manages and responds to employee or labor concerns or grievances through review, documentation and fact-finding activities. Ensures university adheres to labor, legal, compliance and practice standards. Documents and acts upon employee or labor relations concerns, negotiations and grievances in timely and thorough manner. Analyzes data to identify trends across university. Partners with stakeholders to create programs and initiatives that support positive relations between represented and non-represented staff, faculty, and the university. Champions the university's vision, culture and values.

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	Psychology	Or
X		Bachelor's degree	Communication	Or
X		Bachelor's degree	Law	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		Or
	X	Master's degree	Human Resources	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	Or
	X	Master's degree	Law	Or
	X	Master's degree	in related field(s)	

Additional Education

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

X 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		5 years	in human resources, higher education, organizational psychology, business, finance, behavioral or social science, or other related fields.	
X		3 years	in employment law and/or employee and labor relations.	

Work Experience

Req	Pref	Work Experience	Experience Level
	X	7 years	in higher education, employment law, and/or employee and labor relations.

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 conducting fact-finding and tracking/reporting employee and/or labor relations grievances using a case management system (e.g., i-Sight). Sound judgment, high integrity, and problem-solving skills. Knowledge of current major employment laws (e.g., ADA, FMLA).
X		Experience establishing collaborative initiatives with multiple departments.
X		Demonstrated experience providing high-level customer service.
X		Excellent written and oral communication skills, and the ability to handle complex, highly sensitive and confidential information.
X		Excellent facilitation skills, with a proven track record of building strong collaborative relationships with stakeholders at all levels of an organization. Demonstrated ability to effectively manage time, prioritize tasks and work independently.
X		Proficiency with Microsoft Office.
	X	Knowledge of best-practice procedures used to investigate and resolve employee/labor concerns and grievances.
	X	Knowledge of the leading philosophies and best practices around managing employee performance related to employee/labor relations and corrective actions.
	X	Experience ensuring compliance with applicable laws and regulations.
	X	Ability to analyze data to look for trends and patterns.
	X	Demonstrable record of positive influence of department culture during change through trust-building and inclusion.
	X	Ability to train and educate staff on new, existing, or emerging policies, practices, laws, and industry trends, and ensure quality baseline of department knowledge.
	X	Ability to identify knowledge, skill and resource gaps and recommend relevant solutions utilizing industry trends.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	SHRM (Human Resource Certification)	or similar human resource management certification

Other Job Factors

- 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
Documents and manages employee or labor relations concerns or grievances in case management system. Ensures grievances are addressed and escalated as required. Conducts and initiates fact-finding (e.g., research, interviews), communicates results and recommended corrective actions. Maintains records and facilitates reasonable accommodation requests. Prepares written responses to requests for information as needed.				
Acts as resource to university stakeholders on performance improvements, corrective actions and/or rights and responsibilities of management and employees with respect to union laws. Interprets and applies university policies and practices, employment and labor law, and other regulations. Assists with development and delivery of feedback or corrective/disciplinary actions. Stays				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
attuned to organizational and operational change across the university to identify potential employee and/or labor relations risks and develop plans to address reactively and proactively.				
Provides data analysis and reporting solutions based on university/unit/school needs, highlighting key trends to drive proactive employee and/or labor relations solutions that improve employee engagement, reduce risk, and minimize reactive work. Develops initiatives to address specific employee relations issues related to a unit/school. Designs and implements programs and procedures that improve employee and labor relations. Helps assess current employee and/or labor relations policies and procedures for potential bias and determines action plans to address. Partners with relevant stakeholders to identify process or technology improvements, address and resolve issues, and proactively implement effective workplace practices.				
Coordinates and/or delivers employee and labor relations workshops and trainings for university stakeholders. Facilitates organizational change across the university, identifying potential employee or labor relations risks and developing plans to address proactively. Maintains knowledge of relationships, labor and employee laws, policies, employment and labor legal trends, and new legislation that could impact the employee/employer relationship.				
Builds and maintains collaborative relationships with key stakeholders. Ensures that legal and regulatory requirements are met to minimize exposure to liability for the organization. Promotes 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/			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.