



USC University of
Southern California

Specialist, Onboarding Job Description

JOB INFORMATION

<i>Job Code:</i>	117541
<i>Job Title:</i>	Specialist, Onboarding
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Shapes all aspects of the onboarding process. Applies hiring policies and procedures to seamlessly transition the candidate to employment. Leverages technology to automate manual onboarding processes and communications. Coordinates with various departments to ensure working space and tools are ready for new hires. Facilitates a strategic orientation that engages employees. Upholds 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		Or
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	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	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		5 years	in human resources with a broad knowledge of HR functionality	
	X	7 years	in higher education	

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		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, 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.
	X	Experience working in multiple HR roles.
	X	Ability to recognize opportunities for automation/streamlining and upgrade the performance management process.
	X	Experience in holistic talent management (e.g., onboarding, retention, exit management).
	X	Demonstrated experience developing successful cross-training programs to ensure smooth succession processes.
	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.
	X	Ability to design/create onboarding materials.
	X	Prior experience utilizing employee onboarding systems.

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, SHRM-CP, SHRM-SCP, PHR, SPHR).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Acts as an ambassador to new employees. Plans streamlined, educational and welcoming onboarding processes and facilitates orientation. Strategizes and implements onboarding components (e.g., in-person and virtual). Exhibits expertise in university systems and tools supporting new hires. Demonstrates and continually advances knowledge of onboarding best practices in a university environment. Builds assessment mechanisms into processes for clients and stakeholders. Forecasts shifting needs and timelines.				
Coordinates with various teams/departments (e.g., IT, hiring managers across units) to develop and execute university-level onboarding and ensure readiness for new hires (e.g., access, tools, workspace). Positively reinforces two-way communication between new hires and internal teams. Responds promptly to all communications. Ensures departments processes and communication comply with business/industry standards; enables the mission and strategy of the department and university.				
Drives innovation that will automate processes and streamline new hire experience. Implements technical solutions to resolve challenges and advance				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
efficiency. Pioneers planning to accommodate different abilities of new employees. Continually innovates and improves operations and processes.				
Researches onboarding assessments and best practices; augment resources and advocate for continuous improvement. Cultivates relationships with stakeholders to collect feedback and maximize teaming energy and creative problem-solving resolutions. Critically evaluates systems and vendors, prioritizing customer service and efficient solutions.				
Maintains confidentiality with privileged information. Demonstrate alignment to both the university and HR strategic plans and to university culture and values through words, actions, and ideas. 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.