



Specialist, Workforce Management Job Description

JOB INFORMATION

Job Code:	117570
Job Title:	Specialist, Workforce Management
FLSA Status:	Exempt
Supervisory:	
Job Family:	HR Administration
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

JOB SUMMARY

Manages and responds to workforce design and management inquiries and requests (e.g., re-organizations, layoffs, terminations) through interpretation and application of university policy. Provides advice and guidance to ensure adherence to university policy and labor, legal, compliance, and practice standards. Gathers and reviews data, engaging appropriate offices as necessary, and analyzes data to identify trends across the university. Partners with stakeholders to evaluate practices and workflows and to create programs and initiatives that support continuous improvement efforts and positive client relations.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	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

Req	Pref	Work Experience	Experience Level
X		5 years	Five years' experience in human resources, compliance and risk management, or related field.
	X	7 years	Seven or more years' experience 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		Bachelor's degree in human resources, business, psychology, communications, employment law, industrial relations, or another related field.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience using a case management system (e.g., i-Sight) and data analysis. Sound judgment, high integrity, and problem-solving skills.
X		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.
X		Demonstrated ability to effectively manage time, prioritize tasks and work independently.
X		Proficiency with Microsoft Office.
	X	Advanced degree in human resources, psychology, communications, employment law, industrial relations, or another related field, and/or law degree.
	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

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X	SHRM (Human Resource Certification)	or similar human resource management certification.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages, documents, and tracks workforce management and re-design requests (e.g., re-organizations, terminations) in case management system. Ensures requests are addressed and escalated as required. Conducts intake meetings, analyzes requests, and consults with the office of general counsel and other key stakeholders as needed. Communicates results and recommended actions, preparing written responses to requests for information as needed.				
Provides guidance and recommendations to university stakeholders regarding workforce management policies and best practices. Interprets and applies university policies and practices, employment and labor laws, and other regulations. Assists with development of standard workforce management and re-design communications. Stays attuned to organizational and operational changes across the university to identify potential risks and develop plans to address proactively and reactively.				
Designs and implements programs, policies, and procedures to improve the workforce management function and client experience. Collects, analyzes, and reports on workforce management data, highlighting key trends to drive proactive solutions that improve operational workflows, reduce risk, and minimize reactive work. Partners with relevant stakeholders to identify process or technology improvements, address and resolve issues, and proactively implement effective workplace practices.				
Coordinates and/or delivers workshops and trainings for university stakeholders. Facilitates organizational change across the university, identifying potential risks and developing plans to address proactively. Maintains knowledge of employment and employee labor laws, policies, and trends.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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>
Yes	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.