



## Specialist, Employee Engagement Job Description

### JOB INFORMATION

|                   |   |
|-------------------|---|
| Job Code:         | 117609                                      |
| Job Title:        | Specialist, Employee Engagement             |
| FLSA Status:      | Exempt                                      |
| Supervisory:      |   |
| Job Family:       | Organizational Change Management/Engagement |
| Job Family Group: | Human Resources                             |
| Management Level: | 7 Individual Contributor                    |

### JOB SUMMARY

Designs programming and implements strategies to improve employee engagement in alignment with university talent strategies. Develops measurement tools, channels, and activities for engagement, producing surveys and establishing employee sentiment scores. Responsible for defining eligibility criteria for employee recognition in alignment to the university values and determining recognition processes and frequency. Actively participates in workforce strategic leadership, playing a critical role in engagement across the university. Champions the university's vision, culture and values.

### JOB QUALIFICATIONS:

#### Education

| Req | Pref | Degree            | Field of Study          |    |
|-----|------|-------------------|-------------------------|----|
| X   |      | Bachelor's degree |                         |    |
| X   |      | Bachelor's degree | Psychology              | Or |
| X   |      | Bachelor's degree | Human Resources         | Or |
| X   |      | Bachelor's degree | Communication           | Or |
| X   |      | Bachelor's degree | Business Administration | Or |
| X   |      | Bachelor's degree | in related field(s)     |    |
|     | X    | Master's degree   | Psychology              | Or |
|     | X    | Master's degree   | Human Resources         | Or |
|     | X    | Master's degree   | Communication           | Or |
|     | X    | Master's degree   | Business Administration |    |

#### 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         |                  |  |
|     | X    | 7 years         |                  |  |

## 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 employee engagement or workforce development.  |
| X   |      | Experience analyzing employee engagement and employee sentiment in a large organization.   |
| X   |      | Understanding of how to interact with and energize a broad range of multi-generational, diverse employee groups.                                       |
| X   |      | Exceptional analytical skills, comfortable working with large amounts of data and communicating data findings.   |
| X   |      | Experience establishing and tracking key performance metrics (e.g., return on investment).   |
| X   |      | Experience managing and prioritizing deliverables, projects, and relationships, moving multiple engagements forward while working at a detailed level. |
| X   |      | Demonstrated ability to define large strategic engagement processes for an organization.   |
| X   |      | Experience preparing strategic communications for presentation to client stakeholders to support decision-making.                                      |
| X   |      | Ability to make sound decisions with minimal supervision and discretion with confidential information.   |
| X   |      | Excellent analytical skills and the ability to think strategically and creatively.   |
| X   |      | Demonstrated data- driven mindset and instinct for extracting insights from metrics for informed decision- making.                                     |
| X   |      | Excellent interpersonal skills, emotional intelligence, and relationship-building abilities.   |
| X   |      | Excellent written and oral communications skills with the ability to produce quality copy on a tight schedule.   |
| X   |      | Proficiency with Microsoft Office.   |
|     | X    | Experience in data analytics in a higher education environment.  |
|     | X    | Ability to work successfully in a dynamic, matrixed environment.   |
|     | X    | Ability to use sound judgment in making decisions with minimal supervision.  |

## Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications   |
|-----|------|-----------------------|---|
|     | X    |                       | Strategic Workforce Planning (SWP) Certification or other similar certifications (e.g., CIPD, SHRM-CP, SPHR). |

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Partners with stakeholders to support the execution of organizational talent strategies. Acts as a subject matter expert when called upon regarding employee engagement and retention principles. 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. |        |           |          |     |
| Develops strategic implementation of life-cycle documentation to improve workforce engagement practices throughout the university. Establishes recurring employee engagement sensing capabilities (e.g., surveys, social listening capabilities). Conducts and facilitates meetings, workshops, and other employee engagement and recognition sessions with university leadership.  |        |           |          |     |
| Ensures timely delivery of employee engagement programming tailored to the needs of university stakeholders, and creates feedback mechanisms to demonstrate effectiveness. Identifies and presents trends and recommendations to university leaders for use in developing clear, consistent, and unified messaging on strategic activities to stakeholders. Develops and maintains learning content and resources to drive the adoption of employee engagement programs.  |        |           |          |     |
| Using proven statistical modeling and methodologies, critically analyzes and continually improves engagement/recognition programs and incentives to ensure  |        |           |          |     |

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| they are meaningful for staff and employees. Provides employee engagement data to support strategic decision-making. Embraces an innovative, consultative, and relentless approach to process improvements and strategy implementation.   |        |           |          |     |
| Ensures consistency and quality of materials communicated. Contributes to an inclusive environment, building and maintaining strong cross-functional relationships and a deep understanding of organizational and university cultures. Upholds the principles of the USC Code of Ethics. Demonstrates alignment to strategic plans of the organization and university through words, actions and ideas. |        |           |          |     |

## Other Requirements

| Essential: | Emergency Response/Recovery  | Essential: | Mandated Reporter   |
|------------|--|------------|---|
|            | 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |

### Campus Security Authority (CSA)

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/>

*Essential:*

## 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.