



**USC** University of  
Southern California

## Culture Specialist (ITS) Job Description

### JOB INFORMATION

Job Code:	129161
Job Title:	Culture Specialist (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Public Communications
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

### JOB SUMMARY

Drives culture and engagement initiatives to ensure the organization actively embodies ITS values and behaviors, including accountability, ethics and best-in-class customer service. Manages culture initiatives and facilitates associated activities. Drives workshops, content creation, and culture communications. Responsible for reporting on and measuring cultural impact. Demonstrates ITS values in action.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Psychology	Or
	X	Bachelor's degree	Organizational Development	Or
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor'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		2 years		
	X	4 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 mentoring and coaching peers and others, professionally.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Exemplary organization skills, able to shift priorities quickly and handle multiple urgent tasks with flexibility, as needed.
X		Excellent written and oral communication skills, with proven ability to develop positive working relationships and strong rapport with team members.
X		Experience working in project-based environments, with the ability to think strategically, deliver regular status updates, escalate identified risks, manage scheduled activities, and scale programs across organizations.
X		Firm understanding of working in large, complex organizations, including higher education institutions, with multiple stakeholders.
	X	Experience in journalism, media, communications, information technology, higher education, and/or organizational development and behaviors.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Recommends programs and strategies to deploy community based cultural initiatives. Executes assessment plans to gauge progress toward cultural goals, and the impact of past and current cultural interventions. Presents reports of results to ITS senior leadership and the university community, and provides training and development opportunities for ITS stakeholders.				
Promotes cultural enhancements throughout the university and beyond, sharing successes and adaptations made from lessons learned. Consults with managers and directors, providing recommendations for integrating values and culture into regular, day-to-day operations. Develops activities and materials according to departmental challenges and interests.				
Develops varied approaches to builds and maintain engaging, collaborative relationships with internal/external stakeholders from diverse backgrounds and industries. Maintains currency with emerging methodology, technology, and best practices through a far-reaching network and consistent efforts at personal and career development. Increases visibility of ITS culture through engagement with appropriate professional associations.				
Supports the Engagement, Culture and Communications team's vision, and supports process improvement efforts. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

## 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>
	<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>		No

## 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.