



HR Generalist - Shared Service Center

Job Description

JOB INFORMATION

Job Code:	113316
Job Title:	HR Generalist - Shared Service Center
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	HD - HR/Payroll Administration
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides Tier 1 general human resources support to the university community in a shared services environment according to established Service Level Agreements to ensure issues are handled with a high degree of expertise, customer satisfaction, and timely response and resolution. Serves as a central point of contact for faculty, staff, student workers, managers and administrators requiring assistance with routine employment matters; triaging requests and managing cases referred or escalated to central HR centers of expertise for resolution. Provides supplemental school/division- based human resource support services. May serve as an HR Partner for schools/divisions who do not have a dedicated HR Partner, when an HR Partner is on leave, or periods during which an HR Partner position is temporarily vacant.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	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		3 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		Directly related experience as a human resources generalist.
X		Working knowledge of principles and practices of human resources regulatory requirements and best practices.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of human resources workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, performance management, disciplinary actions, employee relations, affirmative action, disability, workers compensation, organizational development, human resources information systems and HR data analytics.
X		Knowledge of relevant federal, state and local laws and regulations.
X		Demonstrated effective oral and written communications and excellent interpersonal customer service skills.
	X	Human resources generalist experience in a university or similar setting. One or more of the following certifications: PHR, SPHR, SHRM-CP, SHRM-SCP.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Fields inquiries and requests from faculty, staff and student workers for assistance with routine Tier 1 employment matter, including but not limited to interpretation of university employment policies and procedures, and recommending best practices; responsible for evaluating and analyzing inquiries/transactions and determining the, appropriate resolution/escalation; assisting employees with self-service transactions in Workday or other HRIS (e.g., benefits, leave, demographic changes, pay stub inquiries); and providing mass transaction processing support.				
Provides support, as requested, to assist managers with routine employment matters, including preparation of offer letters, disciplinary procedures and official written warnings, performance development plans; preparation of reorganization plans, termination requests; employee relations and dispute resolution; compensation administration, including recommending appropriate new hire salaries/wages and preparing justification requests for market adjustments, reclassification and internal promotions.				
Provides HR Partner services to schools/departments upon request and consistent with specified service level agreements.				
Maintains knowledge of, interprets and provides advice on university employment policies and procedures, benefit plans and recommends best practices. Escalates requests for exceptions to appropriate central HR centers of expertise and/or administrators; serves as the employee's primary point of contact managing cases to resolution.				
Documents telephone, email, Web-based or in-person inquiries, referrals, escalation and resolution using a case management system. Uses available reporting capabilities and analytics to drive service improvement.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

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: 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/	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.