



Personnel Supervisor (Centralized) Job Description

JOB INFORMATION

Job Code:	117015
Job Title:	Personnel Supervisor (Centralized)
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	HR Administration
Job Family Group:	Human Resources
Management Level:	6 Supervisor

JOB SUMMARY

Supervises the daily work of staff assigned to a personnel/human resources/benefits unit or department.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
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	

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 providing sound knowledge of program services and related laws and principles to be able to supervise staff and operations.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Supervises the work of staff assigned to a unit or department offering personnel or insurance programs to employees university wide. Communicates unit priorities. Assigns and schedules work based on assessment of work volume and deadlines. Provides input				
Monitors and reviews work for accuracy and timeliness. Identifies and corrects errors. Provides technical guidance and assists in problem resolution. Makes decisions within established authority levels. Ensures adherence to internal operating policies and				
Trains staff in unit operating procedures. Ensures procedures and policies are documented and updated as changes occur. Communicates changes to staff.				
Performs complex and non-repetitive unit or departmental assignments. Resolves operational problems referred by others involving considerable research and exploration of options. Identifies possible impacts or outcomes and presents recommendations.				
Oversees processing and recordkeeping functions. Ensures adequate and consistent procedures and methods for information tracking and retrieval. Determines information needs and develops reporting formats.				
Prepares and files or contributes to the preparation of required regulatory reports.				
Monitors internal operations and evaluates procedures and controls for adequacy. Recommends changes or modifications to operating procedures. Determines most effective means of implementation.				
Provides information and interpretation of benefit policies and procedures. Resolves problems referred by other departmental staff.				
Serves as a resource for other university offices and staff requesting information exchange or assistance. Interacts with external contacts, e.g., vendors, consultants and external administrators to provide and obtain information and resolve operational p				
Researches and collects data for special projects and management studies, or reviews data gathered by others for reasonableness and accuracy. Organizes data, analyzes results and develops recommendations.				
Participates in short and long-range departmental planning. Assists in developing goals and objectives and actions plans for implementing same. Remains current in benefit trends and recommends program modifications and enhancements.				
Participates in the design and development of communication materials announcing and/or explaining benefit programs, services and events. Represents the department at meetings and makes presentations to large groups on benefit programs.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for securit				

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/

