



USC University of
Southern California

Intake Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	117112
<i>Job Title:</i>	Intake Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May lead one or more employees performing similar work.
<i>Job Family:</i>	Administrative/Clerical Support
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Coordinates a streamlined intake process. Accurately and professionally screens, organizes, and prioritizes inquiries and complaints. Ensures the confidentiality and security of all relevant records and details, and that complaints are referred to the appropriate handling office and memorialized in the university's central complaint tracking system. Manages department email account, pre- and post-communication from intakes, inquiries and complaints, responding to all in a professional, efficient, timely and courteous manner. May train and lead support staff, as appropriate.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Public Health	Or
X		Bachelor's degree	Social Work	Or
X		Bachelor's degree	Sociology	Or
X		Bachelor's degree	Educational Psychology	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Public Health	Or
	X	Master's degree	Social Work	Or
	X	Master's degree	Sociology	Or
	X	Master's degree	Educational Psychology	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		3 years	working with issues relating to workplace complaints and/or investigations	

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 with data, spreadsheets and/or database tracking systems.
X		Knowledge of contract and legal documentation.
X		Proficiency with Microsoft Office.
X		Demonstrated written and oral communication skills, with technical writing experience.
X		Proven cultural awareness and a record of leadership and collaborative efforts with diverse groups of stakeholders.
X		Ability to provide in-person and/or virtual training.
	X	Experience in higher education, human resources, legal and/or healthcare environments.
	X	Knowledge of relevant federal, state and local regulations and laws (e.g., Titles VII and IX), as well as ethical practices and policies (e.g., HIPAA, FERPA, PCI).
	X	Experience in project management or working within a team toward completion of a project.
	X	Bilingual in English and Spanish, with written and verbal proficiency.
	X	Institutional and intuitional knowledge of the USC community.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Coordinates a streamlined intake process. Accurately and professionally screens, organizes, and prioritizes inquiries and complaints via online reporting portal, in-person visits, emails, phone calls, and referrals. Schedules blocks of interviews to assess issues, determine appropriate routing, any resources to offer, and policies applicable to situations.				
Develops and maintains tracking logs. Ensures the confidentiality and security of all relevant records and details, and that complaints are referred to the appropriate handling office and memorialized in the university's central complaint tracking system. Prepares, analyzes and submits statistical and miscellaneous reports, as requested.				
Manages department email account, pre- and post-communication from intakes, inquiries and complaints, responding to all in a professional, efficient, timely and courteous manner. Continuously follows up with pending inquiries and with management over caseloads.				
Trains and leads supporting staff, as appropriate. Supports implementation of department programs and/or initiatives and assists colleagues in related offices with university and community engagement efforts.				
Assists with quality-control, training and auditing functions regarding reporting of misconduct by university stakeholders and use of the university's central complaint tracking system. Promotes an 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

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		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.

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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/			Yes

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.