



**USC** University of  
Southern California

## Executive Director, Culture Job Description

### JOB INFORMATION

|                          |  |
|--------------------------|--|
| <i>Job Code:</i>         | 133559   |
| <i>Job Title:</i>        | Executive Director, Culture  |
| <i>FLSA Status:</i>      | Exempt   |
| <i>Supervisory:</i>      | Manages through subordinate supervisors.; Supervises employees and/or student workers. |
| <i>Job Family:</i>       | Administrator  |
| <i>Job Family Group:</i> | Administration   |
| <i>Management Level:</i> | 3 Executive  |

### JOB SUMMARY

Sets strategic visions for values and culture work across the university. Facilitates and directs change management programs focused on university culture. Engages directly with senior leadership in the development of overarching and unit-specific strategies and related initiatives.

### JOB QUALIFICATIONS:

#### Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i>   | <i>Field of Study</i>   |    |
|------------|-------------|-----------------|-------------------------|----|
| X          |             | Master's degree | Business Administration | Or |
| X          |             | Master's degree | Social Work             | Or |
| X          |             | Master's degree | 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          |             | 12 years               | experience in organizational effectiveness and change management.   |  |
| X          |             | 6 years                | experience in leadership/management roles, able to drive strategies utilizing demonstrated expertise in varied HR domains (e.g., compensation, diversity and inclusion) and inspire engagement. |  |
|            | X           | 8 years                | experience in management roles at large, complex organizations, able to drive change while maintaining ethical, equitable, consistent and team-focused work environments.                       |  |

#### 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 leading large-scale institutional change management efforts across diverse operational and functional areas.  |
| X   |      | Demonstrated understanding of the drivers of organizational cultures and climates.   |
| X   |      | Proven track record of developing and implementing active, innovative models of practice, approach, and policy.  |
| X   |      | Deft interpersonal skills for collaborating across multiple departments, building consensus strategies and implementing plans.   |
| X   |      | Excellent written and oral communication skills.   |
| X   |      | Knowledge of risk management and liability issues affecting higher education.  |
| X   |      | Demonstrated ability to track, manage, prioritize, and handle numerous significant, complex matters and projects with keen attention to detail.  |
| X   |      | Knowledge of HR processes and best practices.  |
| X   |      | Experience in mediation, negotiation, and staff development, teaching, and training.   |
|     | X    | Multilingual communication skills, fluent in Mandarin, Spanish, Korean and/or other languages beyond English.  |
|     | X    | Working knowledge of California and multi-state employment law.  |
|     | X    | Extensive knowledge and/or understanding of numerous cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).   |
|     | X    | Ability to mentor and develop staff and managers by outlining goals, objectives, implementing support (e.g., teaching) and performance measures and encouraging continuous learning, realignment and training. |

## Other Job Factors

- May require work, and travel, on weekends, evenings and/or holidays, based on business necessity.

## JOB ACCOUNTABILITIES

|  | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Leads strategic visions for university values, related behaviors, and the identification of key systems and processes shaping and reinforcing culture. Oversees daily operations of all culture-related programs, applying structured methodology to lead transformation/change management activities.   |        |           |          |     |
| Oversees high-profile culture-related projects from senior leadership (e.g., Office of the President, Office of the Provost). Provides strategic insight and recommendations for addressing challenges across the university and in high-profile matters.  |        |           |          |     |
| Influences staff/academic leaders shaping desired culture, planning and developing key projects and engaging the entire university community - faculty, staff and students. Partners with leadership in core areas impacting culture (e.g., diversity, equity, inclusion), expressing concerns and wellbeing. Serves as university representative on boards and working groups related to key focus areas. |        |           |          |     |
| Develops and implements strategic change management plans focused on enhancing and promoting culture based on unifying values and ethical decision-making. Designs and develops analytics to measure the acceptance of unifying values, diversity, equity, and inclusion, and the general state of culture throughout the university.  |        |           |          |     |
| Engages, develops, and grows a large network of culture and value champions, providing coaching and leadership to support change efforts. Partners with relevant stakeholders (e.g., ethics and compliance staff, Working Group on University Culture) to set clear goals for initiatives.   |        |           |          |     |
| Leads a team working on immediate and larger, long-term culture goals. Manages workloads and redistributes resources as required. Maintains open lines of communication with direct reports to understand existing challenges and discuss improvement opportunities. Builds action plans for cross-functional areas to address issues and feedback.  |        |           |          |     |
| Connects faculty, staff, and students with senior administrators, policymakers, and relevant thought-leadership opportunities. 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**

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