



## Vice President, Client Services and Employee Relations

### Job Description

#### JOB INFORMATION

|                          |  |
|--------------------------|--|
| <i>Job Code:</i>         | 199059   |
| <i>Job Title:</i>        | Vice President, Client Services and Employee Relations |
| <i>FLSA Status:</i>      | Exempt   |
| <i>Supervisory:</i>      |  |
| <i>Job Family:</i>       | Senior Executive                                       |
| <i>Job Family Group:</i> | Administration   |
| <i>Management Level:</i> | 2 Senior Executive                                     |

#### JOB SUMMARY

Responsible for fostering a highly professionalized working environment, focused on enhancing employee experience and achieving school, department, and university objectives. Works closely with senior executives and human resources partners providing guidance and leadership to ensure adherence to policies, practices, and protocols, as well as excellent service delivery. Sets the strategy for labor and employee relations and drives campaigns and programming in coordination with relevant stakeholders (e.g., provost's office). Catalyzes change in client services, enabling a universal focus on strategic HR partner functions that are agile, customer/employee experience focused, and equipped to continuously improve and tailor activities to various needs. Consults with school and administrative leaders on key initiatives to ensure alignment and delivery of integrated solutions for HR-related needs. Introduces and drives innovative employee experience programs from concept through to implementation.

#### JOB QUALIFICATIONS:

##### Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i>     | <i>Field of Study</i>      |    |
|------------|-------------|-------------------|----------------------------|----|
| X          |             | Bachelor's degree |                            | In |
| X          |             | Bachelor's degree | Organizational Development | Or |
| X          |             | Bachelor's degree | Human Resources            | Or |
| X          |             | Bachelor's degree | Business Administration    |    |
|            | X           | Master's degree   | Business Administration    | Or |
|            | X           | Master's degree   | Organizational Development |    |

##### Additional Education

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

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | 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          |             | 15+ years              | in two or more of the following fields: human capital management, employee and labor relations, changing HR service culture, standards of conduct, and complex organizations |  |
| X          |             | 10 years               | in a leadership/management role  |  |
| X          |             | 3 years                | in a senior administrative or executive role   |  |

## Work Experience

| Req | Pref | Work Experience | Experience Level  |
|-----|------|-----------------|---|
|     | X    | 15+ years       | in higher education and/or HR service at a large and complex organization |
|     | X    | 12 years        | leading or managing teams with evolving cultures                          |

## 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   |      | Demonstrated experience with talent management, compensation, benefits, learning and development, organizational development and design, mergers and acquisitions, change management, diversity and inclusion, and workplace investigations. |
| X   |      | Demonstrated success leading and implementing HR service industry trends and best practices.   |
| X   |      | Exceptional client-relationship management skills and demonstrated experience developing consultative relationships with top executive leaders.  |
| X   |      | Experience building trust and credibility with key business leaders and stakeholders in large, complex organizations.  |
| X   |      | Excellent oral and written communication skills.   |
| X   |      | Experience as a faculty member or working with faculty.  |
| X   |      | Knowledge of current federal and state labor and benefits laws and regulations (e.g., ERISA, Health Care Reform Act, USERRA).  |
| X   |      | Familiarity with relevant state laws (e.g., CFRA, DFEH, IWC).  |
|     | X    | Multi-industry experience at large and reputable matrixed organizations known for operational excellence.  |
|     | X    | Demonstrated ability to independently develop, drive and contribute to comprehensive strategies and business plans in rapidly changing environments.   |
|     | X    | Experience negotiating and working with labor unions and/or in a unionized environment.  |
|     | X    | Proven reputation for discretion, integrity, sound judgment, responsiveness and common sense.  |
|     | X    | Proficiency with Microsoft Office, Workday and other varied systems/recruitment programs.  |

## Certifications

| Req | Pref | Select Certifications                         | Enter Additional Certifications |
|-----|------|---|---------------------------------|
|     | X    | Professional in Human Resources - PHR         |                                 |
|     | X    | Senior Professional in Human Resources - SPHR |                                 |
|     | X    |   | other HR certification          |

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Provides expert level consultation, guidance and support in all matters related to employee and labor relations. Demonstrates deep knowledge of human resources client services, non-protected class workplace investigations, employee relations, talent management, compensation, learning and development, organizational development and design, change management, and diversity and inclusion. Attends meetings, conferences, and training sessions, representing the university's collective workforce as necessary. |        |           |          |     |
| Collaborates with senior leadership to provide guidance where needed and contribute to departmental long-term plans, continually developing strategies to place the university ahead of industry trends. Plans talent pipeline requirements and building structures in line with school/unit demands, and determines appropriate resource allocations, staffing levels, and reporting structures.   |        |           |          |     |

## JOB ACCOUNTABILITIES

|   | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Demonstrates broad understanding of units' business need and delivers world-class HR support.   |               |                  |                 |            |
| Proactively leads client strategies and projects, providing critical coaching and context that enables partners to make customer focused contributions. Guides a successful HRP department consisting of proactive and trusted thought partners skilled in building relationships and delivering core employee relations and HR-related services. Leads HR change management efforts in the field, focusing on employee development and performance while ensuring HRP team maintains currency with necessary skill sets.   |               |                  |                 |            |
| Acts as a senior advisor to the HRPs, leveraging Centers of Excellence to build and implement strong, integrated HR strategies while leading and developing HR teams that support each school/department's unique business needs, culture, and objectives. Ensures stakeholder buy-in for strategies and processes; collaborates with other HR leaders to ensure optimal programs and protocols for application across the university. Develops and delivers presentations tailored to various organizational levels.   |               |                  |                 |            |
| Partners with stakeholders to provide guidance and implementation support on organization development initiatives relating to culture transformation, organizational design and structure, change management projects, employee and leadership development, succession planning, and coaching and team effectiveness to support rapidly shifting demands. Assures successful implementation of organizational changes with thorough change management plans (e.g., staffing adjustments, recruitment, promotions) and departmental collaborations (e.g., compensation, talent acquisition) to achieve desired results.  |               |                  |                 |            |
| Creates and maintains an employee and labor relations department, collaborating with employment counsel, HRPs, academic leaders and key stakeholders to proactively mitigate risk and address concerns. Identifies risks and opportunities across client organizations through predictive modeling tools capturing organizational trends and future events. Supports HRP community during complex changes to business structures, the resulting processes, and the initiation of collaborative, timely responses to challenges. Leverages HR data analytics in support of decision-making in the areas of recruitment, talent management, employee relations and engagement, performance and retention. |               |                  |                 |            |
| Assures compliance with federal and state labor and employment laws. Maintains consistent application of policies, bargaining agreements and contracts across the university while minimizing risk and ensuring a positive, ethical workplace environment. Oversees proactive measures (e.g., education and prevention), as well as reactive measures (e.g., counseling, resolution of disputes, non-protected class investigations). Interprets and applies university policies and assist units in the development of related guidelines and procedures.  |               |                  |                 |            |
| Designs and aligns an effective HRP team to support university and unit strategies. Facilitates initiatives to build a high-performing organization aligned with the university's strategic leadership agenda. 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. Implements the measurement of key performance indicators to measure service to the university and its units.   |               |                  |                 |            |

## 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: <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> |                   |

## **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.