



USC University of
Southern California

Analyst, Employee Engagement Job Description

JOB INFORMATION

Job Code:	117604
Job Title:	Analyst, Employee Engagement
FLSA Status:	Exempt
Supervisory:	
Job Family:	Organizational Change Management/Engagement
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides guidance to employee engagement specialists, designs advanced programming, and implements strategies to improve employee engagement, retention, and satisfaction. Supports the onboarding process for new hires. Critically analyzes and continually improves engagement and recognition programs and incentives to ensure they are meaningful for staff and employees.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		In
	X	Bachelor's degree	Data Analytics	Or
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Human Resources	Or
	X	Bachelor's degree	Mathematics	Or
	X	Bachelor's degree	Statistics	Or
	X	Bachelor's degree	Psychology	Or
	X	Bachelor'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

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 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		Extensive experience in human resources, employee engagement, data analysis, business analysis, talent management or related fields.
X		Experience analyzing data, identifying patterns, translating meaning, and reporting and presenting findings.
X		Ability to support concurrent projects, prioritizing competing assignments and working under pressure with tight deadlines and frequent interruptions. Team-oriented with the ability to work independently and proactively.
X		Strong organizational and analytical skills, and the ability to think strategically and creatively.
X		Strong interpersonal and excellent written and oral communications skills.
X		Proficiency with Microsoft Office.
	X	Experience analyzing employee engagement and employee sentiment in a large organization.
	X	Experience working in diverse, cross-functional teams. Experience working in a program or project management structure or on project-based assignments.
	X	Demonstrated data-driven mindset and instinct for extracting insights from metrics for informed decision-making.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides tailored approaches to current and future employee engagement initiatives. Maintains attentive and responsive lines of communication with strategic initiatives and program management teams. Adapts analytical strategies based on unique project and program requirements. Showcases flexibility by learning new systems or approaches to project work.				
Communicates insights into the university employee experience to a broad range of stakeholders (e.g., executives). Understands and manages expectations for outcomes, adhering to and adjusting timelines and balancing priorities. Tracks progress and keeps managers and customers updated regarding developments and challenges.				
Creates and maintains relationships with key stakeholders to gather inputs for work. Solicits constructive feedback and insights from managers and proactively incorporates suggestions into continuous improvement of work. Keeps managers informed and updated with data-driven information and accurate work outputs. Escalates roadblocks or issues to appropriate colleagues.				
Performs assignments with client-centered mindset and attention to detail. Demonstrates sound judgment in ranking competing priorities and presenting solutions to challenges. Adapts to shifting requests as needed based on resources and timing.				
Ensures consistency and quality of materials communicated. Contributes to an inclusive environment, building and maintaining strong cross-functional relationships and a deep understanding of organizational and university cultures. Upholds the principles of the USC Code of Ethics. Demonstrates alignment to strategic plans of the organization and university through words, actions and ideas.				

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.