



## Manager, Leave of Absence Administration (UHR)

### Job Description

#### JOB INFORMATION

Job Code:	117067
Job Title:	Manager, Leave of Absence Administration (UHR)
FLSA Status:	Exempt
Supervisory:	
Job Family:	HR Administration
Job Family Group:	Human Resources
Management Level:	5 Manager

#### JOB SUMMARY

Owns the development, implementation, and coordination of leave of absence management, policies, and procedures. Ensures that the leave management team is performing effectively in their daily operations. Enables the solution center to operationalize leave administration through self-service system technology and customer support for leave matters.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Master's degree		In
	X	Master's degree	Business Administration	Or
	X	Master's degree	Human Resources	Or
	X	Master's degree	Law	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	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

Req	Pref	Work Experience	Experience Level	
X		7 years	in HR and leave management.	And
X		1 year	in a management role.	
	X	10 years	in HR, leave management and benefits administration.	And
	X	4 years	in a management role.	

##### 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		In-depth knowledge of FMLA, military leaves and other applicable federal/state laws, as well as a willingness and ability to learn university leave policies.
X		Experience in LOA administration in high volume, fast-paced environments.
X		Ability to leverage legal resources and comprehend and interpret legal and medical terminology in order to make final decisions to approve or further investigate claims.
X		Demonstrated excellence providing personalized customer service.
X		Experience ensuring compliance with applicable state and federal regulations.
X		Demonstrated project management experience, providing effective oversight from inception to delivery.
X		Experience managing a team by providing feedback, assessment, encouragement and support to achieve goals and drive positive change.
X		Excellent written and oral communication and facilitation skills, with a proven track record of building strong collaborative relationships with senior stakeholders.
X		Demonstrated ability to effectively manage time, prioritize tasks, work independently and maintain confidentiality.
X		Proficiency with Microsoft Office.
X		Experience managing a team by providing feedback, assessment, encouragement, and support to achieve goals and drive positive change.
	X	Experience in higher education.
	X	Prior benefits or leave administration management experience in a service center environment.
	X	Demonstrated experience building and managing exceptional teams and providing consistent feedback to achieve results in line with strategic goals.
	X	Experience working closely with senior executives, identifying needs and deliverables, developing action plans, and presenting results and recommendations.
	X	Ability to identify knowledge and resource gaps, and comfort utilizing industry trends to create opportunities for development.
	X	Proven track record of positive influence of department culture during change through trust-building.
	X	Ability to train staff on emerging industry trends and ensure quality baseline of department knowledge.

## Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X		Certified Benefits Professional, Certified Employee Benefit Specialist, Certified Compensation Professional, or similar certifications (e.g., CIPD, SHRM-CP, PHR).

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides managerial support to LOA specialists. Serves as a main point of contact for all vendor relationships related to leave of absence administration. Reviews and resolves escalated personal and FMLA (Family and Medical Leave Act) leave of absence cases. Maintains compliance with state/federal regulations, updating university LOA policies as needed. Analyzes program utilization and makes recommendations on initiatives to improve cost effectiveness.				
Communicates understanding of the relationship between leave policy and business objectives to team members. Manages relationships between the university and any third parties (e.g., benefits consultants, administrators) to enable leave program success. Serves as a subject matter expert for leave policies in alignment and under the direction and guidance of HR and university leadership.				
Consults with service center operations on matters related to leave and communicates critical changes in a timely manner. Maintains strong relationships with vendor partners to resolve and process issues successfully. Manages employee performance in a constructive and timely manner to promote growth and development.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Communicates with team members openly and transparently to maintain efficiency, resolve challenges, and socialize current progress. Communicates with HR information systems teams and vendors as needed to ensure accurate data reporting and tracking. Provides timely and constructive feedback to team members to maintain high performance. Maintains open lines of communication with the HR division and the Office of the General Counsel.				
Regularly reviews and revises leave administration policies and strategies as needed to ensure alignment with shifts in university strategies, priorities and needs. Encourages junior staff to share insights, observations and recommendations and take calculated risks. Stays current with state and federal regulatory changes impacting leaves and adapts university policy and processes accordingly.				
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. Understands the alignment between leave policy and processes and the overall HR division's strategy. Communicates understanding to direct reports to ensure a united team direction.				

## 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.