



**USC** University of  
Southern California

## Senior Human Resources Generalist Job Description

### JOB INFORMATION

|                                   |  |
|-----------------------------------|--|
| <i>Job Code:</i>                  | 113327   |
| <i>Job Title:</i>                 | Senior Human Resources Generalist                    |
| <i>FLSA Status:</i>               | Exempt   |
| <i>Supervisory:</i>               | Leads one or more employees performing similar work. |
| <i>Job Family:</i>                | HD - HR/Payroll Administration                       |
| <i>Job Family Group:</i>          | Human Resources                                      |
| <i>Management Level:</i>          | 8 Individual Contributor                             |
| Senior Human Resources Generalist |  |

### JOB SUMMARY

Serves as a senior human resources generalist professional for a school or department. Leads the coordination and implementation of HR plans, programs, procedures and services. Provides assistance and expertise in the areas of organizational development/workforce planning, hiring, performance management, compensation administration, training and development, disciplinary actions and terminations, employee relations, workforce analytics, employee records and absence and timekeeping management. Provides consultative services to and assists faculty/staff, student workers, supervisors, managers, and administrators to resolve moderate to complex employment issues, complaints and process transactions. Coaches and advises employees regarding HR programs, practices, policies and procedures. Develops, applies and interprets school or department HR internal policies and procedures for programs and services. Provides leadership, guidance and direction to other HR staff, as assigned.

### 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 |                       |

#### 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          |             | 5 years                |                         |
|            | X           | 7 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   |      | Directly related HR generalist experience.   |
| X   |      | Strong knowledge of principles and practices of HR administration.   |
| X   |      | Knowledge of HR organizational development/workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, disciplinary actions, employee relations, equal opportunity, disability, workers compensation, and information systems. |
| X   |      | Knowledge of relevant federal, state and local laws and regulations.   |
| X   |      | Demonstrated effective oral and written communications and excellent interpersonal skills.   |
|     | X    | HR generalist experience in a university or similar setting.   |

## Certifications

| Req | Pref | Select Certifications                         | Enter Additional Certifications |
|-----|------|---|---------------------------------|
|     | X    | Professional in Human Resources - PHR         |                                 |
|     | X    | Senior Professional in Human Resources - SPHR |                                 |
|     | X    | SHRM (Human Resource Certification)           | SHRM-CP and/or SHRM-SCP         |

## 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 |
|--|--------|-----------|----------|-----|
| Serves as a senior HR generalist for a school or department assisting employees, managers and administrators or other HR professionals. Leads the coordination and implementation of HR plans, programs, policies and procedures, and services to help align the workforce with university's strategic goals. Assists HR manager/director and/or management with development of short and long-range strategic plans to improve HR customer service and program(s) efficiency and effectiveness. Provides leadership, guidance and direction to other HR staff, as assigned.   |        |           |          |     |
| Designs, develops and guides efforts to improve department performance to support achievement of goals and objectives through integrated HR plans. Leads development of project plans to include project goals and outcomes, timelines, and deliverables. Works with staff to adjust strategies to meet changing business and talent needs. Ensures that appropriate faculty and staff are aware of projects and timelines.  |        |           |          |     |
| Provides assistance to managers and administrators with carrying out organizational development activities such as workforce planning, business process redesign, and succession planning, etc. Works with managers and administrators on department reorganizations. Assists departments align needs and priorities with those of its workforce to ensure it can meet its service, organizational and regulatory objectives, etc. Assists with succession planning by identifying and developing internal employees with potential to fill key business leadership positions.   |        |           |          |     |
| Supports managers, administrators and supervisors with hiring process. Advises managers, supervisors and administrators on best practices related to interviewing. Determines best avenue in recruiting (e.g., advertising, direct contact, employee referrals, job fairs, internet, journals, etc.). Reviews and evaluates applicants' qualifications or eligibility for positions according to job classification requirements, as needed. Interviews or assists with interviewing job applicants to obtain information on work history, training, job skills, etc. as needed. Makes recommendations to hiring managers placement of prospective employees from internal/external sources. |        |           |          |     |
| Provides guidance on the utilization of the Workday performance management module to maximize staff engagement, development and performance as well as create efficiencies and increase effectiveness. Provides consultative services on performance management planning that focuses on establishing unit strategy and goals, aligning goals of employees and unit, assessing performance,  |        |           |          |     |

## JOB ACCOUNTABILITIES

|   | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| documentation of performance issues, counseling techniques, ongoing feedback, recognition correlated with pay for performance, and individual career development plans and opportunities.   |               |                  |                 |            |
| Advises managers and supervisors on compensation administration for faculty, staff, students, temporary or resource workers including new hire salaries, pay increases, reclassifications and promotions, as needed. Supports the annual wage and salary review process and serves as a liaison between managers, supervisors and administrators and the compensation staff. Ensures classification and pay practices are consistent with university policies and procedures.   |               |                  |                 |            |
| Establishes and administers a school or department training program that addresses areas such as on boarding, new employee orientation (as a supplement to university's staff orientation program), training needs assessment, management and supervisory development, skills training, on-the-job training, cross-training, measurement of training impact, etc. as requested. Assists central HR administration with identification of training needs as reflected by problems, or complaint trends. Assists in review and analysis of training needs to determine most effective types of training programs needed and best methodology and approaches to incorporate in programs. Develops and conducts training sessions and workshops, as needed. |               |                  |                 |            |
| Develops, applies and interprets school or department HR internal policies and procedures for program(s) and services. Explains university employment policies, procedures and employment federal and state laws, standards and regulations. Liaises between managers, supervisors and administrators and HR Administration. Is accountable for maintaining current knowledge of and ensuring compliance with federal, state and local laws, standards and regulations related to employment law and human resources best practices.  |               |                  |                 |            |
| Advises managers and supervisors about the steps in progressive discipline and the proper treatment of employees during disciplinary proceedings. Assists with identifying and clarifying problems, evaluating potential solutions and coordinating and implementing selected solution in concert with HR manager/director or senior management. Assists with termination process, outplacement counseling, and exit interviewing, as necessary.  |               |                  |                 |            |
| Collaborates with central HR expertise areas with problematic issues or cases (e.g., complex matters, exceptions). Liaises between school/department managers, supervisors and administrators and central HR staff. May require some research and collection of data to provide to appropriate parties.   |               |                  |                 |            |
| Assists with internal resolution of employee grievances. Meets with concerned parties to discuss employee complaints, work-related problems and/or issues, as requested. Performs preliminary analysis and comprehensive evaluation of findings for each reported employment complaint. Makes recommendations to HR manager/director or management regarding the best course of action for effective internal resolution of employment related complaints, issues and problems. Provides information and assistance to university Employee Relations Office to facilitate grievance resolution. Assists supervisors with drafting employment documents such as disciplinary notices, etc.   |               |                  |                 |            |
| Gathers and accurately records relevant employment related data in Workday for compliance purposes. Ensure accuracy of data entered. Prepares and maintains employment records related to events such as hiring, termination, absences, timekeeping, transfers, reclassifications and promotions using central Workday system, as necessary. Maintains and updates HR information and documentation (e.g., organizational charts, employee directories) as required. Ensures the confidentiality of employee records and files.   |               |                  |                 |            |
| Provides consultative services to eligible employees and supervisors on family, medical and military absences management covering length of absences, health insurance coverage, job protection, etc. Assists employees and supervisors with timekeeping management and related policies and procedures.  |               |                  |                 |            |
| Evaluates and recommends department improvements to HR processes and procedures continually to meet the needs of the central HR administration.   |               |                  |                 |            |
| Creates reports for management by researching, analyzing, evaluating and summarizing employment-related data and trends, and workforce analytics. Recommends department improvements to HR processes and procedures based on findings to meet the needs of the school or department and central HR administration.  |               |                  |                 |            |

## JOB ACCOUNTABILITIES

|   | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics. |               |                  |                 |            |

## 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> |  |                   | 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.