



## Director, Community Engagement Job Description

### JOB INFORMATION

<i>Job Code:</i>	117120
<i>Job Title:</i>	Director, Community Engagement
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees who do not supervise.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Administrator
Director, Equity And Diversity (Centralized)	

### JOB SUMMARY

Responsible for directing the planning, coordination, implementation, management and delivery of all services in the department, under the direction of the Executive Director. Oversees and trains investigators; directs investigations into cases of faculty, students, staff or applicants who believe themselves to be harmed by harassment or discrimination. Creates comprehensive fact-finding reports, provides recommendations and instructions to schools or divisions on employment regulatory compliance. Responsible for maintaining awareness and knowledge of current best practices and investigatory methods, as well as existing and pending regulations and legislation. Collaborates with the Office of General Counsel on policy revisions, recommends budgetary and resource allocations. Develops and reviews university's plans related to equality and fairness. Ensures compliance with all university policies and procedures. Establishes and maintains an appropriate network of professional contacts.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Juris Doctor (JD)	

#### Additional Education

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

X 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		7 years	
	X	10 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 experience in this field in an educational institution or large organization.
X		Thorough knowledge of state and federal laws and regulations governing discrimination, harassment, and other issues related to protected classes.
X		Demonstrated experience in the management of professionals.
X		Knowledge of and ability to conduct and oversee investigations.
X		Demonstrated analytical and problem solving capabilities.
		Strong verbal and written communication skills.

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs the planning, coordination, implementation, management and delivery of services. Establishes department objectives, quality and service delivery standards and success measures. Reviews, analyzes and evaluates investigative plans/processes, investigative reports, documentation and record retention to ensure accuracy and completeness as well as to assess legal or business/financial risk.				
Oversees, trains and directs the work of investigators (e.g., investigative processes, report writing, counseling). Establishes standards and monitors performance of investigators to those requirements.				
Conducts investigations and creates comprehensive fact-finding reports into complaints by faculty, staff, students and applicants (for both employment and student admissions) who believe themselves to be harmed by harassment or discrimination related to issues that have protected class status under federal and state law. Represents the university to government agencies as appropriate. Handles appeals and may conduct independent investigations on those matters as required.				
Provides recommendations and/or instructions to schools/divisions on employment matters to ensure regulatory compliance, adherence to university policies and requirements, and reduce legal as well as business/financial risk. Develops and conducts training and counseling programs as needed.				
Maintains current knowledge on best practices related to investigatory methods, processes and procedures as well as existing laws, regulations and pending legislation related to the field. Interprets and applies federal and state requirements in order to develop/update university policies and training programs as needed on relevant issues (e.g., harassment, discrimination, sexual harassment, violence in the workplace, protection of minors, et al.). Monitors all university training program, website and communications content on these matters to ensure compliance with university and governmental requirements.				
Works collaboratively with the Office of General Counsel on policy revisions, risk management, handling of complaints (e.g., those filed with government agencies) and office processes and procedures, as necessary.				
Develops, reviews and files the university's program plans (e.g., for veterans and persons with disabilities, et al.) as required by law. Directs the HRIS staff on data gathering/reporting, analyzing results and or directing work of data analysts, and filing of data/reports as required by law.				
Determines organizational structure, reporting relationships and short and long-term staffing needs based on goals and objectives. Oversees performance appraisal process for staff. Recommends salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions. Provides employee counseling and discipline as necessary. Oversees onboarding and orientation of new employees to ensure understanding of duties, responsibilities, work requirements and performance standards. Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (e.g., student workers) to meet department business requirements. Authorizes overtime and monitors meal and rest periods for nonexempt employees to ensure compliance with university timekeeping requirements and employment				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
policies. Submits time records on behalf of employees who fail to provide timekeeping records to ensure timely payment, as needed.				
Recommends budgetary and resource allocations. Approves/disapproves departmental expenditures within established limits. Develops projections for short and long-term planning. Provides financial analyses and reports as needed.				
Maintains currency with, understands and ensures compliance with all university policies and procedures and with all federal, state and local laws related to employment law and human resources best practices. Informs senior management of current human resources trends and developments. Gives advice and counsel regarding current developments. Assesses impact of legislation on existing programs and makes changes as appropriate.				
Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties, notifies the Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community, and notifies the Clery Compliance Coordinator in the Department of Public Safety.				
Establishes and maintains appropriate network of professional contacts. Maintains currency through professional organizations and publications. Attends meetings, seminars and conferences, etc. Represents university and/or centralized human resources program(s) as assigned or as appropriate. Makes formal presentations as needed.				
Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				
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.