



Deputy Coordinator, Investigation and Resolution Job Description

JOB INFORMATION

<i>Job Code:</i>	117224
<i>Job Title:</i>	Deputy Coordinator, Investigation and Resolution
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Title IX
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	6 Manager
Deputy Coordinator, Investigation and Resolution	

JOB SUMMARY

Assists in directing the operations of the Office for Equity, Equal Opportunity, and Title IX (EEO-TIX) with the management of formal and alternative resolutions and timely, high-quality, fair and thorough investigations. Supervises a team of investigators who conduct investigations on and/or provide alternative resolutions to formal complaints of protected class discrimination, harassment, and related retaliation for reports involving university faculty, staff, and students. Reviews, analyzes, and evaluates investigative plans, reports, and other documents for accuracy, completeness, quality, and consistency with applicable law and university policy. Contributes technical, subject matter, and strategic expertise in the development of short- and long-term plans for the department in alignment with its mission to ensure a learning, working, and living environment free from discrimination, harassment, and retaliation and to promote equal opportunity. Assists with training of internal and external investigators, as well as in providing training and educational programs on resolution processes to university community members. Must at all times demonstrate a strong commitment to USC's core values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master'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		Advanced degree in law, social work, psychology, higher education, or related field.
X		Five or more years' experience performing or overseeing investigations in the field of public health, social work, sociology, educational psychology, student affairs, and/or related field.
X		Deep knowledge and understanding of civil rights laws and policies relating to higher education and employment.
X		Experience investigating and resolving issues such as domestic or dating violence, sexual assault, stalking, sexual or gender-based harassment. Understanding of the impacts of racial and other forms of harassment, discrimination, and injustice.
X		Demonstrated ability to facilitate support and resolutions.
X		Ability to organize, prioritize, and manage multiple tasks and data in a high-volume, fast-paced environment with accuracy, attention to detail, flexibility, and appropriate discretion.
X		Excellent written and oral communication skills and ability to interact effectively with a wide range of internal and external stakeholders.
	X	Experience performing investigations for and reaching resolutions with students, faculty, and/or staff in a higher education setting.
	X	Experience with best practices in higher education compliance, effectively addressing discrimination, harassment, and retaliation.
	X	Demonstrated understanding of the university's culture, mission and values.
	X	Proven leadership ability.

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
Assigns and supervises the timely implementation of formal and alternative resolutions of formal complaints in accordance with university policy, applicable laws, and established time frames in a fair manner. Develops and modifies uniform investigatory templates and related materials. Reviews investigatory reports and related materials (e.g., evidence review). Ensures adherence of investigators to all applicable laws, policies, and procedures. Makes recommendations to units and schools based on investigatory findings. Recommends mandatory and discretionary dismissals, and issues findings regarding resolution processes, as applicable.				
Supervises the work of a team of investigators, responsible for their training and professional development. Advises and guides investigative staff regarding revision or modification of reports, correspondence, and/or related documentation, as necessary and appropriate. Sets and monitors deadlines for investigators, ensuring the timely, accurate, and comprehensive documentation of all steps of various resolution processes. Establishes performance goals, conducts regular performance appraisals, providing feedback throughout appraisal periods, and makes merit/promotion or disciplinary recommendations. Ensures fair and equitable caseloads among investigators and addresses all performance issues fairly and promptly. Oversees administrative duties related to the support of assigned investigators (e.g., leave requests, training, equipment).				
Maintains currency with existing and pending legislation, laws, and trends related to the field. Ensures investigatory methods, processes, and procedures reflect and comply with the most current standards, regulations, and best practices in the field. Reviews and assesses departmental operations and services for effectiveness and efficiency, recommending necessary changes to improve operations and delivery of services. Reads pertinent literature, attends meetings, and participates in professional associations as appropriate. Establishes and maintains an active network of campus partners and professional contacts. Serves as a subject matter expert on the university's Policy on Prohibited Discrimination, Harassment, and Retaliation and all civil rights laws that apply to the university community.				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Conducts training, outreach, and other educational programs and services to ensure faculty, staff, students, and other community members fully understand and are well-informed and up to date regarding university policy and resolution options. Assists with the creation of office materials to communicate the department's mission and clarify the various resolution options. Identifies training needs for faculty, staff, and students, and makes training recommendations for campus community members as necessary and appropriate. Creates and maintains partnerships with campus stakeholders (e.g., faculty, staff, students) and other offices and units as appropriate. 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

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/			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.