



## Executive Director, Employee Relations (UHR) Job Description

### JOB INFORMATION

<i>Job Code:</i>	117557
<i>Job Title:</i>	Executive Director, Employee Relations (UHR)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Employee/Labor Relations
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Administrator
Executive Director, Employee Relations (UHR)	

### JOB SUMMARY

Leads employee relations services across the university, playing a key role in programs aimed at proactively addressing workplace concerns and improving employee engagement and workplace performance. Responsible for designing and implementing strategies aligned with university culture and values. Implements proactive strategies to improve employee engagement and reduce risk. Advises and educates faculty/staff on employee relations matters to ensure compliance.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		In
X			Business Administration	Or
X			Psychology	Or
X			Communication	Or
X			Law	Or
X			in related field(s)	
		Master's degree		In
	X		Human Resources	Or
	X		Psychology	Or
	X		Communication	Or
	X		Law	Or
	X		in related field(s)	Or
	X	Juris Doctor (JD)		

#### 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		12 years		And
X		6 years	in a management/leadership role	

## Work Experience

Req	Pref	Work Experience	Experience Level
	X	15 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		Experience in human resources (supporting union and non- union workforces), employee and labor relations, employment law, HR client services, or other related industries.
X		Working knowledge of collective bargaining, grievance processes, contract administration and negotiation, and labor and management relationships.
X		Extensive knowledge of state/federal employment and labor laws (e.g., ADA, National Labor Relations Act, Taft-Hartley).
X		Demonstrated expertise in developing and implementing reactive and proactive labor and employee relations strategies and plans in close collaboration with organizational leadership.
X		Knowledge of best practices used to investigate and resolve employee grievances, specifically as they relate to reducing bias during the investigation process.
X		Experience working closely with senior leadership and executives to identify needs, define strategy, develop action plans, identify deliverables, present results, measure outcomes and provide recommendations.
X		Demonstrated experience analyzing investigations, providing summaries, applying relevant regulations/policies, and rendering sanctions.
X		Experience ensuring compliance with applicable laws and regulations.
X		Experience establishing collaborative initiatives with multiple departments.
X		Demonstrated experience building and managing exceptional teams, providing consistent feedback to achieve results in line with near and long-term strategic goals.
X		Demonstrated excellence providing customer experiences (e.g., design and implementation of metrics to measure service effectiveness).
X		Demonstrated project management experience, providing effective oversight across the design, delivery and outcome stages.
X		Proven track record of building strong collaborative relationships with senior stakeholders.
X		Excellent facilitation and written and oral communication skills, with a proven track record of building strong relationships with senior stakeholders.
X		Proficiency with Microsoft Office.
	X	Advanced degree in human resources, psychology, communications, law, industrial relations or other related fields, or Juris Doctorate (JD) degree.
	X	Mediator certification.
	X	Fifteen or more years' experience in human resources (supporting union and non-union workforces), employee and labor relations, employment law, and/or HR client service.
	X	Society for Human Resource Management (SHRM), Professional in Human Resources (PHR) or similar HR management/labor relations certifications.
	X	Experience in higher education.
	X	Eight years' experience in a management/leadership role.
	X	Experience in contract renewals and a track record of success in establishing credibility with unions across multiple collective bargaining issues.
	X	Prior experience working in director-level roles overseeing employee and/or labor relations.
	X	Ability to identify knowledge, skills and resource gaps and recommend relevant action plans utilizing industry trends.
	X	Track record of positive influence of department culture (e.g., employee engagement) during change through communication and trust-building.
	X	Experience training staff on emerging industry trends and ensure quality baseline of department knowledge and skills.
	X	Experience with case management software (e.g., i-Sight) and CMS implementations.

## 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

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Oversees provision of employee relations services, leading programs aimed at increasing employee engagement and workplace performance (e.g., union avoidance, strike preparedness, union campaign strategy and management). Recommends appropriate resolutions to employee and labor relations complaints. Works closely with Office of the General Counsel and other stakeholders (e.g., Office of Professionalism and Ethics) to manage the triage of cases and represent the university in grievances, discipline hearings, and other meetings regarding employee relations.				
Develops and implements data collection, analyses and reporting solutions (e.g., key metrics based on university/unit needs and industry trends) to drive solutions that improve employee engagement and reduce risk. Provides advice, clarification and guidance on employee relations matters, staying current with industry trends and new/changing legislation.				
Communicates and coordinates with OGC and outside counsel to respond to employment litigation, actual and threatened. Advises on rights and responsibilities of management and employees regarding disciplinary issues and the interpretation and application of compliance requirements and collective bargaining agreements. Ensures compliance with all regulatory laws. Develops and presents learning/training programs for faculty/staff in employee relations areas.				
Develops and implements strategies to improve employee engagement and reduce risk. Designs and implements systems and processes to identify employee relations issues and creates action plans for reducing risk. Identifies standard methodologies and emerging issues in the areas of employee relations. Represents university interests in systemwide contract negotiation and in implementation and administration of collective bargaining agreements and relevant employee policies. Prepares recommendations of policies and procedures to ensure compliance with relevant laws, policies, and regulations, including revisions to existing policies.				
Oversees timely response to employee complaints or grievances (e.g., fact-finding, investigation). Oversees the disciplinary process and determines the appropriateness of proposed actions to address employee misconduct. Oversees record maintenance (e.g., grievance actions, formal investigations, complaints), ensuring compliance with all relevant policies and regulations.				
Mitigates or maximizes potential impact of employee relations issues, cultivating dedicated efforts to create alignment, consistency and accountability across the university. Administers and interprets labor and union contracts for compliance with requirements (e.g., university policies, federal, state, and local laws and/or regulations). Provides guidance to university managers and supervisors on meeting responsibilities defined by collective bargaining agreements (e.g., union notices, requests for information, meet and confer obligations).				
Assesses current employee relations policies and procedures for outcomes and determines action plans to address. Creates communication plans designed to build awareness of and trust in the employee relations function. 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. Ensures that employee relations legal and regulatory requirements are met to minimize exposure to liability. Demonstrates, through words, actions, and ideas, alignment to the university and department's strategic plans.				

## 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		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.

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.