



Case Administration Assistant, Employee and Labor Relations (UHR) Job Description

JOB INFORMATION

Job Code:	117560
Job Title:	Case Administration Assistant, Employee and Labor Relations (UHR)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Employee/Labor Relations
Job Family Group:	Human Resources
Management Level:	8 Individual Contributor
Case Administration Assistant, Employee and Labor Relations (UHR)	

JOB SUMMARY

Supports the employee and labor relations team by streamlining case management tasks, facilitating communications, and executing related projects. Responsible for tracking, managing, and responding to internal and external inquiries about pending workplace concerns. Assists in ensuring that all cases assigned to the employee and labor relations team are reviewed and tracked to resolution in a timely and thorough manner.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Associate'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

Req	Pref	Work Experience	Experience Level
X		3 years	providing case management in education, public health, social work, sociology, educational psychology, student affairs, and/or related fields.
	X	5 years	managing cases and using case management systems/platforms.

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		Experience maintaining confidentiality in an environment managing private and sensitive information.
X		Knowledge of best practices for effectively addressing employee and labor relations issues.
X		Demonstrated ability to facilitate support and resources.
X		Ability to organize, prioritize, and manage multiple tasks and data in a high volume, fast-paced environment with accuracy, attention to detail, flexibility, discretion, empathy, positivity, and compassion.
X		Excellent written and oral communication skills and ability to interact effectively with a wide range of internal/external stakeholders.
X		Exceptional interpersonal skills, able to work collaboratively and effectively with a variety of faculty, staff, students, community members, and other third parties.
	X	Experience providing care and support to students, faculty, and/or staff in higher education settings.
	X	Experience working in a law office or similar environment.
	X	Demonstrated attention to detail and skills in collaboration, critical analysis, problem solving, and discretion.
	X	Demonstrated administrative and project management skills.
	X	Experience working on matters involving progressive discipline, corrective action, employee performance/conduct concerns, employee complaints and grievances, alternate dispute resolution and strategic management of employee or labor issues.
	X	Knowledge, skills, or abilities regarding trauma-informed or human-centered approaches to customer service.

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>
Monitors department email account and facilitates correspondence regarding case intakes, inquiries, and complaints, responding to all in a professional, efficient, timely and courteous manner. Assists with drafting, dissemination, and archiving of a varied correspondence and communications to parties within a grievance process.				
Assists in the facilitation of internal/external communication as case matters progress from initial reporting to case resolution. Assists with scheduling meetings, conducting research, and transcriptions. Liaises with various stakeholders to obtain information and documents and conducts research in support of requests for information related to case resolution processes.				
Provides administrative support in grievance processes (e.g., investigations, hearings, mediations). Receives requests for and arranges accommodations necessary for participation. Assists with projects related to the facilitation of educational/training programs and the administrative and procedural aspects of formal/informal proceedings.				
Assists employee labor relations analysts in tracking complaints and generating case reports for matters managed and monitored by the department. Regularly audits case management system for complete, accurate, and up-to-date records. Ensures compliance of reporting systems and tracking software with university and industry standards. Trains team members on case management system as required.				
Serves as subject matter expert for case management system of record. Assists with training and education programs as a representative of the department. Maintains knowledge of university-wide systems and processes, recommending enhancements and training opportunities, as needed. 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: 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.