UNIVERSITY OF SOUTHERN CALIFORNIA

Personnel Supervisor (Centralized)

Job Code: 117015

Grade: J
OT Eligible: No

JOB SUMMARY:
Supervises the daily work of staff assigned to a personnel/human resources/benefits unit or department.

JOB ACCOUNTABILITIES:

Supervises the work of staff assigned to a unit or department offering personnel or insurance programs to employees University wide. Communicates unit priorities. Assigns and schedules work based on assessment of work volume and deadlines. Provides input for performance appraisals. Counsels or disciplines as needed.

Monitors and reviews work for accuracy and timeliness. Identifies and corrects errors. Provides technical guidance and assists in problem resolution. Makes decisions within established authority levels. Ensures adherence to internal operating policies and procedures and external guidelines and regulations.

Trains staff in unit operating procedures. Ensures procedures and policies are documented and updated as changes occur. Communicates changes to staff.

Performs complex and non-repetitive unit or departmental assignments. Resolves operational problems referred by others involving considerable research and exploration of options. Identifies possible impacts or outcomes and presents recommendations.

Oversees processing and recordkeeping functions. Ensures adequate and consistent procedures and methods for information tracking and retrieval. Determines information needs and develops reporting formats.

Prepares and files or contributes to the preparation of required regulatory reports.

Monitors internal operations and evaluates procedures and controls for adequacy. Recommends changes or modifications to operating procedures. Determines most effective means of implementation.

Provides information and interpretation of benefit policies and procedures. Resolves problems referred by other departmental staff.

Serves as a resource for other University offices and staff requesting information exchange or assistance. Interacts with external contacts, e.g., vendors, consultants and external administrators to provide and obtain information and resolve operational problems.

Researches and collects data for special projects and management studies, or reviews data gathered by others for reasonableness and accuracy. Organizes data, analyzes results and develops recommendations.
Participates in short and long-range departmental planning. Assists in developing goals and objectives and actions plans for implementing same. Remains current in benefit trends and recommends program modifications and enhancements.

Participates in the design and development of communication materials announcing and/or explaining benefit programs, services and events. Represents the department at meetings and makes presentations to large groups on benefit programs.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. 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.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

*Essential: No Yes*

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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor's Degree
Combined experience/education as substitute for minimum education

**Minimum Experience:**

2 Years

**Minimum Field of Expertise:**

Directly related experience providing sound knowledge of program services and related laws and principles to be able to supervise staff and operations.

**Skills:**

Other:

Analysis
Assessment/evaluation
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Supervisory Skills

 Supervises: Level:

 Supervises employees and student workers

SIGNATURES:

Employee: ______________________________ Date: ______________________________

Supervisor: ______________________________ Date: ______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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