UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Personnel Investigator

Job Code: 117017

Grade: K
OT Eligible: No
Comp Approval: 9/24/2002

JOB SUMMARY:
Conducts investigations of employment related complaints or related to employment discrimination and harassment for the University, faculty, students and/or staff. Interprets federal and state requirements and applicable internal policies and procedures as they apply to the University, faculty, students and/or staff employment or academic problems, conflicts and resolutions. Coordinates the dissemination and application of University policies and procedures. Contributes technical expertise in a specialized personnel field. Provides advice and guidance to faculty, students and/or staff, supervisors, managers and senior administrators on institutional or employee work related problems an conflicts.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Conducts investigations of employment related complaints or on equity and diversity matters for faculty, students and/or staff to meet University and regulatory requirements. Performs analyses and evaluation of findings. Recommends corrective action or resolution to faculty, students and/or staff, supervisors, managers and senior administrators based on findings. Creates comprehensive written reports.

Documents all counseling and consultation sessions held with faculty, students and/or staff, supervisors, managers and senior administrators. Maintains confidential case files.

Identifies training needs for faculty, students and/or staff as reflected by problems, issues, situations or complaint trends. Makes recommendations to appropriate parties.

Gathers and/or researches data and/or information for special projects. Analyzes data and makes recommendations. Determines plan of action for implementation.

Develops, modifies and maintains automated or manual systems and procedures to support operations.

Interacts with University community and committees to provide technical assistance or guidance. Makes presentations as needed.

Assesses existing utilization of investigatory methods, processes and procedures for adequacy and related policies for regulatory compliance. Recommends enhancements or modifications, as required. Maintains current knowledge on existing and pending legislation related to field. Ensures investigatory methods, processes and procedures reflect and comply with the most recent standards and regulations.

Serves as an expert on employee relations or equity and diversity matters. Provides advice and guidance to faculty, students and/or staff. Communicates standards, guidelines, policies and procedures.
Provides technical expertise to departmental staff in a specialized area, i.e., information systems. Provides direction and guidance to departmental staff as requested or assigned. May oversee student workers or temporary employees.

Develops and recommends departmental operating and administrative policies. Disseminates, interprets and applies policies and procedures and may recommend approval of exceptions.

Advises all parties involved in the University's staff appeal hearings. Coordinates the staff appeal hearings and monitors the process. Acts as liaison to Chair of the staff appeal hearings. Facilitates selection of panel members.

Serves as University representative for all external complaints and represents University with all agencies against charges of discrimination or harassment.

Participates in short and long-range departmental operational planning. Assists in developing goals and objectives and action plans for implementation.

Identifies marketing messages and ensures incorporation in presentations and publications.

Maintains currency with all applicable laws and regulations dealing with employment issues. Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.

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:**

3 Years

**Minimum Field of Expertise:**

Directly related experience in personnel/human resources specialization in an educational institution or large organization. Thorough knowledge of related state and federal laws, regulations and personnel policies and procedures.

**Preferred Experience:**

5 Years

**Skills:** Other:
Analysis
Assessment/evaluation
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Scheduling
Statistical analysis

Skills: Machine:
Calculator
Computer Network (Department or School)
Computer Network (University)
Personal Computer

Supervises: Level:
May oversee student, temporary and/or casual 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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