UNIVERSITY OF SOUTHERN CALIFORNIA
Talent & Performance Management
Consultant Specialist

Job Code: 117167

Grade: J
OT Eligible: No
Comp Approval: 4/21/2011

JOB SUMMARY:
Collaborates with schools and divisions to develop customized talent acquisition and retention strategies for top talent and to optimize processes to meet business needs in areas such as workforce planning, talent acquisition, attraction, sourcing, assessment, selection, employee onboarding, retention, etc. Partners with school/division client groups to develop comprehensive staff organizational learning and development strategies that provide employees with new knowledge and skills required to perform jobs. Assists in development and implementation of organization improvement, professional staff development, and leadership-management development programs. Provides a range of specialized services related to development and implementation of performance improvement goals and strategies. Delivers measurable training and organizational development programs.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ Provides expertise to client groups for all aspects of strategic talent, staff development and performance management activities. Establishes partnership relationships with university school/division client group hiring managers and other managerial professionals to address customized needs in areas such as workforce planning, recruitment, employee onboarding, staff development/training, employee engagement, career planning, performance management, organizational effectiveness and change management. Performs gap analyses, generates proposals, and recommends organizational business and talent management solutions and establishes appropriate metrics to quantify impact.

______ ______ Collaborates with hiring managers, human resources managers/directors, other school/division management professionals and relevant partners within university to assess, define, and coordinate workforce planning and talent acquisition strategies to support business goals. Researches external best practices to assist in developing and implementing strategies to sustain talent and performance management best practices. Assists with assessing staffing needs and innovative recruitment sourcing strategies such as where to advertise, which job fairs to attend, whether to perform internet recruitment searches, and whether to utilize services of recruitment research firms for critical, difficult-to-fill positions.

______ ______ Coaches, trains, and mentors hiring managers and human resources recruitment and support staff on recruiting strategies and techniques.

______ ______ Provides recruitment services and support such as recruitment market research, resume building, and sourcing support. Assists in full life cycle recruiting processes for client groups, ensuring appropriate sourcing, selection, and onboarding of qualified candidates for employment. Accesses external resources and evaluates applicant qualifications and most qualified candidates, as requested.

______ ______ Works with human resources managers/directors and hiring managers to ensure development and maintenance of high quality talent pipelines for client groups.
Provides guidance and direction to human resources managers/directors, hiring managers and others in talent acquisition process to ensure compliance with federal, state and local regulations and reporting.

Assists in development, implementation, and facilitation of organizational improvement, professional staff development, and leadership-management development programs and initiatives for schools/divisions including such areas as organizational alignment, employee development, employee engagement, performance standards, performance management, career and succession planning and change management. Provides guidance to client groups for implementation of programs to enhance effectiveness of school/division. Delivers measurable training and organizational and development programs.

Provides a range of specialized services to school/division hiring managers and employees related to development and implementation of performance improvement goals and objectives. Provides consultative services and support in building organizational alignment, organizational effectiveness, and change management. Facilitates cultural development and change initiatives that address the organizational goals and objectives.

Partners with academic and administrative client group academic/administrative management professionals in leading employees in building teams, managing projects and driving business results for recruitment and staff professional development. Provides coaching and supports client groups with managing organizational change.

Collects and analyzes data from surveys, historical data, and other resources to identify organizational performance. Partners with management and human resources professionals to develop solutions and implementation plans.

Conducts research and utilizes analytics, statistics, metrics and trends to evaluate the effectiveness of programs. Assists client groups with making organizational improvements. Makes recommendations that assist with achieving business objectives and sustain momentum toward greater organizational effectiveness and successful change efforts.

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:

4 years

Minimum Field of Expertise:

Consulting experience in integrated talent management approaches including workforce planning, process mapping, assessments, leadership and management development, coaching, performance management, change management, workforce alignment and employee engagement. Design and facilitation skills and experience with variety of OL/OD/OE models, methods, and tools.

Requires experience in integrated talent management operations including strategic talent acquisition and onboarding and at least two other areas from the following list:

Organizational development and change/ transformation management, organizational strategic planning, organizational design, leadership and management development, communication strategy and planning, instructional systems design and facilitation, and employee engagement.

Demonstrated interpersonal, communication and organizational skills.

Preferred Education:

Master's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Degree in industrial/organizational psychology, counseling or related disciplines.

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conceptualization and design
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Knowledge of change management methods
Knowledge of organization development theories and applications
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Scheduling
Statistical analysis
Teaching/training

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

May oversee student, temporary and/or resource 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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