
Auburn University Job Description

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|--------------|---------------------------------|-------------|----------------------|
| Job Title: | Dir, Employee Engagement | Job Family: | No Family |
| Job Code: | AA84 | Grade 38: | \$78,900 - \$131,600 |
| FLSA status: | Exempt | | |

Job Summary

Serves as the lead senior administrator within a division for initiatives regarding employee welfare and engagement. Develops, implements, and sustains strategic initiatives related to employee development, inclusion, and diversity. Manages and coordinates the impact of the division's long-term strategic plan on its employee population.

Essential Functions

1. Responsible for developing and leading an employee committee that is representative of each department to identify areas in which the division could improve the work environment and culture for its employees. Serves as a facilitator within the division to provide a forum for employees to discuss problems, concerns, and issues, and works with management to either resolve such issues or improve communication. Develops, conducts, and analyzes the results of a divisional climate survey and provides recommendations to the division's management team in order to improve satisfaction and engagement.
2. Develops and implements a diversity action plan for the division. Serves as the division's official designee to the Chief Diversity Officer Cabinet.
3. Collaborates with divisional leadership to assist with the implementation of new strategic initiatives aimed at improving efficiency, employee development and customer service.
4. Develops a comprehensive program to conduct face-to-face client Satisfaction Surveys. Develops a Customer Service Program to include the creation and implementation of Customer Satisfaction Standards.
5. Leads a monthly series of communications meetings with segments of the workforce to provide updates and status on divisional and University initiatives and developments.
6. Conducts an ongoing series of one-on-one management/supervisory coaching sessions with all supervisory staff on topics related to leadership and management. Provides feedback gained through employee committees and individual meetings in order to improve the perspective and quality of leadership for the division.
7. Assists in developing a comprehensive divisional training program for all divisional personnel.
8. Serves on recruitment committees for key positions within the division.
9. May perform other job-related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

| | <u>Minimum</u> | <u>Focus of Education/Experience</u> |
|--------------------------|--------------------------|--|
| Education | Four-year college degree | Degree in Human Resources Management, Business Administration, Industrial/Organizational Psychology or related field |
| Experience (yrs.) | 7 | Experience in directing and managing service-oriented employees and/or human resources management with increasing levels of authority and responsibility. Must have 2 years of experience directly managing full time employees. |

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of principles and procedures for personnel recruitment, selection, training, employee engagement, compensation and benefits, inclusion and diversity, and employee relations. Knowledge of business and management principles involved in strategic planning, leadership technique, and coordination of people and resources. Knowledge of principles and processes for providing customer services, which includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, sitting, talking, and hearing.

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/8/2017
