



## Specialist, Organizational Change Management Job Description

### JOB INFORMATION

|                          |  |
|--------------------------|--|
| <i>Job Code:</i>         | 165465   |
| <i>Job Title:</i>        | Specialist, Organizational Change Management         |
| <i>FLSA Status:</i>      | Exempt   |
| <i>Supervisory:</i>      | Leads one or more employees performing similar work. |
| <i>Job Family:</i>       | Project Management                                   |
| <i>Job Family Group:</i> | Administrative Support                               |
| <i>Management Level:</i> | 7 Individual Contributor                             |

### JOB SUMMARY

Leads the development and evaluation of organization change management (OCM) processes for larger, university-wide projects. Defines, clarifies and drives project teams' business processes for successful change adoptions. Forms and organizes performance metrics to assess and evaluate change adoption and utilization.

### JOB QUALIFICATIONS:

#### Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i>     | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X          |             | Bachelor's degree |                       |
|            | X           | Master'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

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i>  |
|------------|-------------|------------------------|--|
| X          |             | 5 years                |  |
| X          |             | 2 years                | in change management, organizational development, project management or related fields |
|            | X           | 7 years                |  |

#### 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 and knowledge of OCM principles, methodologies and tools, with a solid understanding of how people go through change processes. |

## Knowledge, Skills and Abilities

| Req | Pref | Functional Skills  |
|-----|------|--|
| X   |      | Experience with business service management tools (e.g., ServiceNow), project management software (e.g., Smartsheet, MS Project), cloud/collaboration technology (e.g., Sharepoint, Google suite) and presentation software (e.g., Visio). |
| X   |      | Excellent written and oral communication skills.   |
| X   |      | Ability to multitask, interacting with multiple stakeholders and navigate changing priorities.   |
|     | X    | Expertise in IT, systems development frameworks (e.g., SDLC, Agile), instructional design and/or organizational design, development and communication.   |
|     | X    | Extensive experience in higher education.  |
|     | X    | Experience in management and/or human capital consulting, with HR knowledge based on a combination of theory, learning, research and hands-on experiences.   |
|     | X    | Demonstrated experience in leadership/management roles, building and managing exceptional teams and providing consistent feedback to achieve results in line with strategic goals.   |
|     | X    | Positive track record of influencing department cultures during change through trust-building.   |
|     | X    | Ability to train staff on emerging industry trends and ensure a quality baseline of department knowledge.  |

## Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications             |
|-----|------|-----------------------|---|
|     | X    |                       | Prosci or other OCM relevant certifications |

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Leads the development and evaluation of OCM processes for larger, university-wide projects. Regularly assesses change impacts and the effectiveness and sustainability of strategies and activities, creating stakeholder- and function-specific action plans to aid transitions. Identifies anticipated points of resistance and develops plans to address or mitigate concerns, implementing training programs, systems and requirements. |        |           |          |     |
| Defines, clarifies and drives project teams' business processes for successful change adoptions. Creates OCM strategies using structured methodology, experience, and situational details of the group(s) impacted to assist in completing change initiatives regarding people, process, and technology. Identifies and communicates risks, strategizes to prevent negative impacts and tracks to ensure they are addressed by teams.       |        |           |          |     |
| Creates and manages detailed plans, working with relevant stakeholders to support communication design, delivery and management. Proposes institutional strategies and/or recommends alternatives to improve effectiveness and efficiency for communication, training and resistance management. Develops overall objectives and actionable, targeted implementation strategies independently or as part of a team.                         |        |           |          |     |
| Forms and organizes performance metrics to assess and evaluate change adoption and utilization. Measures the levels of participation and proficiency of users and stakeholders with new processes. Tracks and reports all change management deliverables at appropriate intervals, implementing corrective actions and celebrating successes.   |        |           |          |     |
| Partners with managers to integrate project and OCM plans and align strategies, objectives and timelines. Actively coaches and mentors others promoting change adoption within departments and regarding impacts expected and not. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |
| <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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a> |  |                   | No  |

**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.