



USC University of
Southern California

Analyst, Solution Center Job Description

JOB INFORMATION

<i>Job Code:</i>	113353
<i>Job Title:</i>	Analyst, Solution Center
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides specialized human resources transactional support. Works with managers to develop and maintain an infrastructure that optimizes service delivery (e.g., standard operating procedures, responsibility assignment matrices). Monitors metrics for service delivery improvement, workload management and adherence to service level agreements. May serve in a specialty area of HR (e.g., leaves of absence, benefits and wellbeing, labor and employee relations), leveraging expertise to author knowledge articles that enable first-tier resolutions and self-service. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Psychology	Or
	X	Bachelor's degree	Communication	

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		3 years	human resources and/or customer service	
	X	5 years	human resources, customer service and/or higher education	

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

Req	Pref	Functional Skills
X		Experience in a HR service center or as an HR generalist.
X		Demonstrated data entry skills and proven words-per-minute speed.
X		Excellent written and oral communication skills, able to maintain a consistently positive attitude and courteous phone and email tone.
X		Proven strategy, organization, creative and analytical skills.
X		Demonstrated sound judgment, with the ability to work independently and proactively and make decisions with minimal supervision.
X		Demonstrated interpersonal skills and the ability to exercise discretion with confidential information.
X		Extensive experience working on teams, able to ask for help and provide support and guidance as needed on projects.
X		Experience working in fast-paced environments with rapidly changing priorities, able to triage requests and inquiries and route them to appropriate parties.
X		Proficiency with Microsoft Office.
	X	Demonstrated experience with case management systems and HR software (e.g., ServiceNow, Workday HCM).
	X	Excellent conflict management skills, able to defuse difficult situations.
	X	Experience developing guidelines, policies, documentation and procedures.
	X	Ability to interpret and apply pertinent rules and regulations and identify and implement continuous process improvements.
	X	Experience analyzing large datasets and reporting and presenting findings.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Understands a broad spectrum of HR processes, policies, and procedures. Distills complex human resources information to provide clear, efficient, and courteous support to employees reaching out to human resources with general questions. Maintains organized records of employee cases, diligently following up and resolving cases in a timely manner. Completes case documentation in a timely manner, adhering to all HR service level agreements (SLAs).				
Processes HR transactions accurately and efficiently. Prioritizes incoming needs from employees based on urgency and level of effort to provide top-level customer support. Discerns next steps toward resolutions, escalating complex requests for additional support as needed. Maintains attentive and responsive lines of communication to keep the team and management informed of individual progress and challenges and receive the latest updates.				
Expands HR knowledge through continuous learning opportunities. Supports the development of knowledge articles and helpful information to process specialized transactions. Solicits constructive feedback and insights from managers and proactively incorporate suggestions into continuous improvement of work and HR service.				
Leverages experience from daily operations to refine and monitor SLAs with key stakeholders. Proactively runs reports to analyze data and find trends in cases to help inform systems and process improvements.				
Support strategic goals set by the team, department and university. Mentors lower-level staff. 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

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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: https://policy.usc.edu/mandated-reporters/

<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: https://dps.usc.edu/alerts/clery/	

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.