



## Senior Specialist, Solution Center

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	113357
<i>Job Title:</i>	Senior Specialist, 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

Fields complex Tier 2 inquiries and oversees all administrative and transactional aspects of escalated cases. Provides Tier 2 support and specialized problem resolutions to HR customers (e.g., academic and administrative clients) and escalates complex or policy-related issues (e.g., to Tier 3 specialists, HR partners). Coordinates and organizes all relevant documentation and information. Processes/tracks information in HR systems. Adheres to all state and federal regulations and university policy. 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	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	Master'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		7 years		
	X	10 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 in HR and customer service.
X		Demonstrated dedication to solution excellence and a commitment to providing clients with accurate, timely solutions.
X		Experience collaborating with HR teams (e.g., HRIS, communications).
X		Familiarity with Equal Employment Opportunity regulations and healthcare laws (e.g., HIPAA).
X		Excellent written and oral communications skills, able to maintain a consistently positive attitude and courteous phone/email tone.
X		Experience with case management, knowledge and/or human capital management systems.
X		Ability to assist in the development and modification of department/university HR guidelines, procedures, policies and documentation.
X		Team-oriented self-starter with the ability to work independently and proactively with minimal supervision.
X		Experience reporting and presenting findings after analyzing data.
X		Demonstrated organizational, analytical skills and strategic/creative thinking skills, able to work independently and proactively.
X		Ability to provide support/guidance as needed on projects and exercise discretion with confidential information.
X		Proficiency with Microsoft Office.
	X	Problem-solving mindset.
	X	Experience in higher education and in unionized environments.
	X	Experience working in solution centers, providing unbiased support to clients across the university.
	X	Demonstrated data entry skills and high words-per-minute score.
	X	Excellent conflict management skills, able to defuse difficult situations.
	X	Excellent interpersonal skills, emotional intelligence, and relationship-building abilities.
	X	Eagerness to absorb knowledge.
	X	Ability to learn new skills quickly.

## Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X		Certified Customer Service Professional (CSSP) or similar customer service-related certifications.

## Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides clear and helpful information to customers. Provides guidance to junior members of the team regarding complex HR cases/questions. Reviews and resolves escalated personal HR issues or escalates issues to Tier 3 center of expertise. Maintains organized records of customer cases by providing diligent follow-ups and resolving cases in a timely manner. Provides customers with ongoing consultation, guidance and problem-solving assistance.				
Completes case documentation in a timely and accurate manner, adhering to HR service level agreements. Manages and responds to escalated cases. Sets high standard of quality for Tier 2 case management. Supports junior staff in addressing complex cases; ensures resolution or appropriate escalations take place. Produces high-quality deliverables on schedule. Prioritizes incoming customer needs based on urgency.				
Supports case resolution; creates consistent communication to customers. Supports strategic goals set by the team, department, and university. Maintains attentive and responsive lines of communication with the junior team (e.g., regarding updates, progress, challenges).				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Works to increase efficiency of HR solutions. Drives new and innovative ways to document/track customer needs. Develops learning opportunities for junior staff. Stays current with relevant issues and trends through continuous learning opportunities to improve HR solutions and service. Solicits constructive feedback and insights from managers and proactively incorporates suggestions into continuous improvement of work.				
Ranks competing priorities and makes decisions with minimal guidance. Escalates roadblocks/issues to appropriate colleagues. Coordinates/organizes all relevant documentation and information in HR systems. Proactively reviews reports to analyze data and spot trends. Refines and monitors agreements with key stakeholders.				
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>			Yes

## 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.