



Associate Vice President, HR Operations and Information Systems Job Description

JOB INFORMATION

<i>Job Code:</i>	199811
<i>Job Title:</i>	Associate Vice President, HR Operations and Information Systems
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	Senior Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	3 Executive

JOB SUMMARY

Leads the university's core systems, employee services and programs. Responsible for facilitating the formulation of Human Resources strategies, including the compilation of critical information for the evaluation of process and continuous improvements and programs. Responsible for building, executing, and operating a brand-new HR service delivery model that delivers world-class HR services commensurate with the stature and aspirations of the university. Oversees the HR Service Center, timekeeping, employee changes, HR Information Systems, Records and Compliance Management, and Program Services. Works collaboratively with the Senior HR Leadership team and client stakeholders, keeping current with best practices and remaining open to change and system enhancements. Continuously reviews and analyzes the employee experience and measures the financial impact, focusing on the return on investment. Reports directly to the SVP of Human Resources. Introduces and drives innovative programs from concept through to delivery. Executes the university's vision while championing its 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	Organizational Development	Or
X		Bachelor's degree	Human Resources	Or
X		Bachelor's degree	Business Administration	
	X	Master's degree		
	X	Master's degree	Business Administration	Or
	X	Master's degree	Organizational Development	

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		15+ years	in human resources management, working with data and systems to drive people insights and solutions across HR services and systems	
X		10 years	in a leadership/management role	

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	in a senior administrative or executive role
	X	15+ years	designing total rewards or compensation programs in higher education and/or in human resources operations consulting at large, complex organizations
	X	12 years	leading or managing teams with evolving cultures

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		Demonstrated experience with talent management, compensation, benefits, learning and development, organizational development and design, mergers and acquisitions, change management, diversity and inclusion, and/or workplace investigations.
X		Demonstrated success leading and implementing HR service industry trends and best practices.
X		Exceptional client-relationship management skills and demonstrated experience developing consultative relationships with top executive leaders.
X		Experience building trust and credibility with key business leaders and stakeholders in large, complex organizations.
X		Excellent oral and written communication skills.
X		Experience as a faculty member or working with faculty.
X		Knowledge of current federal and state labor and benefits laws and regulations (e.g., ERISA, Health Care Reform Act, USERRA).
X		Familiarity with relevant state laws (e.g., CFRA, DFEH, IWC).
	X	Multi-industry experience at large and reputable matrixed organizations known for operational excellence.
	X	Demonstrated ability to independently develop, drive and contribute to comprehensive strategies and business plans in rapidly changing environments.
	X	Experience negotiating and working with labor unions and/or in a unionized environment.
	X	Proven reputation for discretion, integrity, sound judgment, responsiveness and common sense.
	X	Proficiency with Microsoft Office, Workday and other varied systems/recruitment programs.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	
	X		other relevant HR certifications

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Builds on an established network of professional contacts, maintains memberships with relevant organizations, and attends conferences and seminars as appropriate. Oversees the accurate and timely processing of all HR Service Center, HR information systems, and timekeeping activities and tasks. Manages staff recordkeeping and data tracking related to new hires (e.g., separations, workers compensation claims, leaves of absence, credentialing). Oversees the accurate application of variable pay rules.				
Designs and communicates HRSC offerings (e.g., intuitive self-service processes) supporting school/business unit employees and providing world-class customer				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
experiences. Develops strong connections with HR partners, working with relevant stakeholders to assist with core HR activities. Designs escalation paths for complex HR issues and collaborates with other units and departments to increase efficiencies and streamline costs and processes across the organization.				
Designs scalable service delivery models to enable world-class customer experiences between customers and the HRSC. Delivers HR systems and automation strategies in collaboration with central IT to support university talent acquisition, benefits and leaves administration, communication, onboarding, reporting-needs, development and compensation objectives. Ensures a positive working relationship within the HRSC and with customers by frequently communicating, soliciting feedback and measuring customer satisfaction. Identifies and implements Workday improvements to increase value to users and reduce need for shadow processes (e.g., FAM integration exit interviews, tracking licenses, notices to employees).				
Collaborates with and builds consensus among HR leadership. Crafts communications strategies to articulate new service delivery models to all HR customers directing them to appropriate resources that answer questions and intake service tickets. Communicates the value proposition of investments in people, systems, process and programs to achieve service excellence in the new service delivery model. Anticipates HR issues and solutions and engages HR customers by gathering insights and feedback on their HR experience to drive adoption and implementation of technology enhancements, solutions and partnerships to increase efficiencies.				
Establishes key performance indicators (KPIs) to evaluate HRSC performance as the service model focal point to prioritize areas for improvement. Creates continuous improvement programs to build capabilities across the university to codify design and implementation processes (e.g., design a set of common tools and language). Ensures the ongoing building of a performance-driven culture by developing metrics-based assessment tools to determine service and value added. Improves processes by partnering with others to enhance service center management, reporting, data quality and HRIS utilization.				
Reviews and benchmarks the internal/external environment to improve HR policies and initiatives. Identifies process improvement opportunities and recommends alternative solutions. Builds, analyzes and refines KPIs to measure performance and service quality. Continuously identifies and implements new processes, technologies and workflows that align to strategies set for administrative and academic operations.				
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. Collaborates with HR executives, HR partners and other stakeholders to plan, manage and provide continuous improvements for all aspects of HR processes and services based on strategic objectives and any pertinent regulatory changes that may affect operations.				

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: 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/			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.