



USC University of
Southern California

Manager, Solution Center Job Description

JOB INFORMATION

<i>Job Code:</i>	113318
<i>Job Title:</i>	Manager, Solution Center
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Responsible for daily operations, managing a team providing integral resources to employees. Ensures optimal customer service by identifying priorities, establishing efficient business and technology processes and upholding quick service delivery times. Works with colleagues across the department to develop and maintain an infrastructure that optimizes service delivery through practiced strategies and uniform procedures. Trains and influences the team to provide confident, effective recommendations through an efficient use of resources and continuous knowledge upgrades. 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	Business Administration	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Communication	
	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		7 years	in human resources, customer service and/or solution center delivery	
X		2 years	in management role in fast-paced, service-oriented environment(s)	
	X	10 years	in HR, customer service, higher education, larger complex organizations and/or IT service management (ITSM)	

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 in an HR solution center or as an HR generalist.
X		Proven ability to examine procedures, design new strategies, develop sound protocols and successfully implement new systems.
X		Excellent written and oral communication skills, able to maintain a consistently positive attitude and courteous phone and email tone.
X		Excellent conflict management skills, able to defuse difficult situations.
X		Proven strategic, organization, creative and analytical skills.
X		Demonstrated sound judgment, with the ability to work independently and proactively and make decisions with minimal supervision.
X		Experience interpreting and applying pertinent rules and regulations, able to mentor staff on HR policies, procedures, processes and laws.
X		Demonstrated interpersonal skills and emotional intelligence, able to exercise discretion with confidential information.
X		Proficiency with Microsoft Office.
X		Extensive experience with case management systems and with HRIS/HCM, case management, employee portal, knowledge management or records management tools (e.g., ServiceNow, Workday).
	X	Extensive experience managing HR service centers at complex organizations.
	X	Ability to lead strategic initiatives in daily operations, providing support as needed.
	X	Track record of positive influence of department culture during change through trust-building.
	X	Ability to identify knowledge/resource gaps and apply industry trends to create development opportunities, training staff on emerging industry trends and ensuring quality baseline of department knowledge.
	X	Excellent project planning and management skills and demonstrated ability to manage multiple workstreams simultaneously.
	X	Demonstrated experience building and managing teams and providing consistent feedback to achieve results in line with strategic goals.
	X	Experience developing materials (e.g., quick reference guides) to ensure consistency of service delivery and build staff confidence.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	Professional in Human Resources - PHR	

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages daily solution center operations, striving to achieve immediate case resolution through customized services that meet complex needs Interprets and applies human resources best practices and information to contribute to immediate and larger, long-term strategies and goals.				
Drives optimal customer service and strives to achieve immediate case resolution through customized services to meet complex needs of the customer. Hires, trains and supervises staff. Communicates with solution center staff to understand workload concerns and provides guidance accordingly. Counsels and disciplines employees, making firing and status change decisions as necessary. Interacts regularly with stakeholders to collect feedback and ascertain ways to continually improve services.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Employs high ethical management standards, creating an equitable workplace and addressing hiring challenges as needed. Collaborates with solution center managers/teams to develop and maintain an infrastructure optimizing service delivery (e.g., processes, SOPs, RACIs). Monitors metrics for inquiries (calls, emails, cases) and leverages case management dashboards, analytics and reports for improvements, workload concerns and adherence to service level agreements. Identifies and addresses inquiry trends and continuously upgrades knowledge, skills and abilities needed to stay current with regulation/policy changes.				
Disseminates university and HR strategies and policies to solution center team, discussing key elements and individual contributions. Helps establish programming and short-term goals to achieve long-term objectives. Meets targets in concert with deadlines.				
Evaluates varied platforms and opportunities for communicating with staff, stakeholders and customers. Analyzes current and anticipated conditions and limitations that may affect ability to achieve strategic mission. Employs high ethical management standards to create and maintain an equitable workplace. 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: 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/			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.