



USC University of
Southern California

Business Operations Specialist Job Description

JOB INFORMATION

<i>Job Code:</i>	114115
<i>Job Title:</i>	Business Operations Specialist
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Business Operations
<i>Job Family Group:</i>	USC Job Families
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Resolves challenging operational and financial issues using logic and data-driven methods. Responsible for critically evaluating data to uncover insights to help drive executive decision-making. Serves as a central liaison to finance, information technology, space planning and other relevant shared-service units. Supports budgeting and financial planning activities through trusted data collection and analysis, producing simple and comprehensive reports for a wide range of stakeholders. 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		In
X			Business Administration	Or
X			Finance	
	X	Master's degree		In
	X		Business Administration	Or
	X		Finance	

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	in project management and/or business administration.	
	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

Req	Pref	Functional Skills
X		Demonstrated analytical, creative and strategic thinking skills for managing complex and ambiguous business processes.
X		Ability to analyze performance and productivity data/reports using varied data interpretation techniques.
X		Experience with data entry and reporting, with excellent attention to detail.
X		Excellent written and oral communications skills, able to exercise discretion with confidential information.
X		Experience developing scheduled and ad-hoc reports and presenting analytical findings to audiences.
X		Ability to independently and proactively design, develop and implement recommended performance improvements, and collaboratively maintain business solutions.
X		Familiarity with Microsoft Excel, Access and other Office software.
	X	Experience supporting pricing and proposal activities (e.g., contract negotiations).
	X	Working knowledge of SQL programming language, data extraction, and analysis.
	X	Experience working in human capital, space planning and/or technology consulting, extracting insights from metrics for informed decision-making.
	X	Ability to work under pressure and prioritize competing assignments with tight deadlines in environments with frequent interruptions.
	X	Experience with technical writing and system documentation, and with data visualization tools (e.g., Tableau).
	X	Excellent interpersonal skills and emotional intelligence.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Critically evaluates all operational and financial data to uncover insights and help drive executive decision-making. Delivers targeted reporting and analyses based on functional needs. Develops scheduled and ad-hoc reports for specific project- or initiative-based requests aligned to strategic priorities.				
Supports budgeting and financial planning activities through data collection and analysis. Produces simple and comprehensive reports for a wide range of stakeholders. Regularly communicates data, insights and work progress with intended and appropriate audiences. Maintains confidentiality with privileged data.				
Delivers trusted, high-quality data reporting and financial analyses completed in a timely manner. Evaluates sources for credibility before extracting and collecting data. Establishes consistent and trusted financial forecasts anticipating stakeholder needs.				
Champions innovation, maintaining currency with statistical and data analysis methods and trends. Identifies and communicates opportunities for improvements to business 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.				

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 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/	

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.