



Solution Center Lead, Operational Excellence Job Description

JOB INFORMATION

<i>Job Code:</i>	113347
<i>Job Title:</i>	Solution Center Lead, Operational Excellence
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads employees performing similar work on a project basis.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	8 Individual Contributor
Solution Center Lead, Operational Excellence	

JOB SUMMARY

Responsible for managing a program/project portfolio that seeks to improve the Solution Center's operational performance and customer service excellence. Develops key performance indicators (KPIs) to define and derive data-driven operational solutions. Helps lead related projects, identifies process gaps and tracks and analyzes metrics for trends. Works closely with relevant stakeholders to deliver process and system improvements. 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			Computer Science	Or
X			Industrial Engineering	Or
X			Communication	
	X	Master's degree		In
	X		Computer Science	Or
	X		Business Administration	Or
	X		Industrial Management	

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		
	X	7 years		And
	X	2 years	Management role	

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 enterprise support, service desk and/or solution center environments.
X		Demonstrated understanding of the employee/customer experience.
X		Excellent project planning and management skills, with demonstrated ability to manage multiple workstreams simultaneously.
X		Experience working with relevant technology (e.g., case management, knowledge base and employee portal solutions).
X		Demonstrated experience with data visualization and process mapping tools (e.g., Tableau, LucidChart).
X		Proven ability to examine procedures, design new strategies, develop sound protocols and successfully implement new systems.
X		Excellent interpersonal skills, emotional intelligence, and relationship-building abilities.
X		Experience with varied project management methodologies (e.g., Agile, Scrum).
X		Proven understanding of structured and methodical approaches to managing complexity and ambiguity in business processes.
X		Ability to forecast and measure process improvements in terms of time, budget and effort.
X		Excellent written and oral communications skills, able to exercise discretion with confidential information.
X		Demonstrated sound judgment for making decisions with minimal supervision.
X		Excellent analytical skills, able to think strategically and creatively and solve complex problems involving multiple data sources.
X		Proficiency with Microsoft Office.
	X	Demonstrated experience with technical writing and system documentation.
	X	Experience in higher education and in consultative roles.
	X	Demonstrated ability to effectively communicate thought leadership, data analyses and recommendations to senior executives.
	X	Experience in human capital management or technology consulting.
	X	Exemplary analytical skills for extracting insights from metrics.
	X	Experience working with and/or implementing ServiceNow.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		IT Infrastructure Library (ITIL), Certified Customer Service Professional (CSSP), Six Sigma and/or other relevant certifications.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Identifies process gaps and develops, manages, and implements a portfolio of continuous improvement projects that drive operational excellence and process automation. Regularly interacts with relevant stakeholders to collect feedback. Meet targets in concert with deadlines.				
Addresses strategic and specific issues across multiple functional areas, engaging solution center, HR and university stakeholders as needed. Aligns programs with HR strategies and acts as a subject matter expert for cross-university projects and implementations.				
Acts as a university ambassador to build positive, productive relationships with internal/external stakeholders. Manages relationships and collaborates with				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
partners and vendors to implement critical projects. Regularly meets with solution center leaders and staff to understand existing pain points and improvement opportunities.				
Facilitates innovation, continuous improvements and operational excellence by leveraging the latest industry knowledge and trends. Stays current with relevant issues, technology and trends through continuous learning opportunities to improve HR solutions and service.				
Defines scope of work, objectives and timelines for performance improvement projects. Leverages data analyses to create, improve and deliver supportive processes. Develops KPIs to measure success and presents analyses and recommendations to senior leadership.				
Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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/			

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.