



USC University of
Southern California

Associate, Solution Center Job Description

JOB INFORMATION

Job Code:	113351
Job Title:	Associate, Solution Center
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	HD - HR/Payroll Administration
Job Family Group:	Human Resources
Management Level:	8 Individual Contributor
Associate, Solution Center	

JOB SUMMARY

Serves as the first point of contact for employees reaching out to human resources (HR) for support. Provides resources and solutions to inquiries and maintains documentation. Escalates issues as needed and helps identify opportunities for service center process improvements. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Psychology	Or
	X	Bachelor'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

Req	Pref	Work Experience	Experience Level	
	X	3 years	human resources, customer service and/or higher education	

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 data entry skills and proven words-per-minute speed.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills with the ability to consistently maintain a positive attitude and courteous phone and email tone.
X		Proven strategic, organizational, creative and analytical skills as well as the ability to work independently and proactively.
X		Demonstrated interpersonal skills and the ability to exercise discretion with confidential information.
X		Extensive experience working on teams and the ability to ask for help and provide support and guidance as needed.
X		Proficiency with Microsoft Office.
	X	Demonstrated experience with case management systems.
	X	Experience developing guidelines, policies, documentation and procedures.
	X	Ability to interpret and apply pertinent rules and regulations and identify and implement continuous process improvements.
	X	Experience analyzing large datasets and reporting and presenting findings.
	X	Experience working in fast-paced environments with rapidly changing priorities
	X	The ability to triage requests and inquiries and route them to appropriate parties.

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

	% Time	Essential	Marginal	N/A
Provides clear, efficient, and courteous support to employees who reach out to human resources with general questions. Opens cases and enters all required information to ensure clear records of employee cases are maintained. Diligently follows-up and resolves cases in a timely manner. Updates cases throughout resolution process with information gathered from customer follow-ups. Asks questions and seeks support when faced with unfamiliar requests. Adheres to all HR service level agreements.				
Serves as a first point of contact for HR knowledge, providing helpful, accurate and timely information to employees. Maintains attentive and responsive lines of communication to keep the team informed of individual progress and challenges and receive the latest updates.				
Discerns next steps toward resolutions, escalating complex requests for additional support. Expands HR knowledge through continuous learning opportunities and providing assistance in authoring new knowledge articles and documents.				
Supports efforts to gather data for informing system and process improvements. Solicits constructive feedback and insights from managers and proactively incorporates suggestions into continuous improvement of work. Escalates roadblocks or issues to appropriate colleagues.				
Supports strategic goals set by the team, department and university. 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

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.