



Senior Associate, Solution Center

Job Description

JOB INFORMATION

<i>Job Code:</i>	113352
<i>Job Title:</i>	Senior Associate, Solution Center
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May lead one or more employees performing similar work.; May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	8 Individual Contributor
Senior Associate, Solution Center	

JOB SUMMARY

Supports employees with Human Resources inquiries by managing Tier 1 escalations and case resolution. Provides Workday (WD) support, processing fundamental transactions (e.g., cancellations, date changes) and compensation-related changes (e.g., reclassifications, position adjustments, etc.). Maintains and updates cases, ensuring timely follow-ups and escalating complex issues as needed. Assists with training for new hires and tenured associates upon request.

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		Psychology	Or
	X		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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		6 years	Experience should include but is not limited to customer service/call center, human resources/benefits administration, HR systems.
	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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to work independently and proactively, prioritize competing assignments, and support/guide team projects as needed.
X		Excellent written and oral communication skills and the ability to maintain a consistent positive attitude and courteous phone and email tone.
X		Demonstrated data entry skills and proven words-per-minute speed.
X		Proven strategy, organization, creative and analytical skills and 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 as well as the ability to ask for help and to provide support and guidance on projects 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, triage requests and inquiries, and route them to appropriate parties.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as the first point of contact for knowledge and requests regarding Human Resources, providing helpful, accurate, and timely information to employees. Supports and assists with escalations related to Tier 1 inquiries. Provides WD support and processes fundamental transactions (e.g., cancellations, date changes, etc.) and completes personnel records requests. Processes classified WD transactions (e.g., compensation changes, reclassifications, and position changes). Provides training support for new hires and tenured associates as requested.				
Delivers clear, efficient, and courteous support to employees who reach out to Human Resources for various reasons. Opens and closes, maintains clear records, and follows up with case updates and resolutions in a timely manner. Asks questions and seeks support when faced with unfamiliar requests and adheres to all HR service level agreements.				
Identifies and executes next steps toward resolution, escalating complex requests for additional support as needed. Maintains open and responsive communication to keep the team informed of individual progress and challenges while staying up to date with the latest developments. Expands HR knowledge through continuous learning opportunities and contributes to authoring new knowledge articles and documents.				
Supports efforts to gather data for system and process improvements. Solicits constructive feedback from managers and proactively incorporates suggestions into continuous improvement efforts. 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

<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		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.

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.