



USC University of
Southern California

Director, Solution Center Job Description

JOB INFORMATION

<i>Job Code:</i>	113362
<i>Job Title:</i>	Director, 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 Administrator
Director, Solution Center	

JOB SUMMARY

Owns the development and management of the Human Resources Solution Center for academic and administrative staff. Partners with senior leadership to use data and insights to deliver comprehensive and consistent service across the university. Responsible for developing metrics to continuously improve service delivery and maintain alignment to HR strategies.

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			Computer Science	Or
X			Psychology	Or
X			Communication	
	X	Master's degree		
	X		Business Administration	Or
	X		Computer Science	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		10 years	in HR, customer service and/or service center delivery.
X		4 years	in a management role where collaboration, motivation and the knowledge transfer process were critical for success.
	X	6 years	in management roles, successfully mentoring and developing staff, outlining goals and objectives, encouraging continuous realignment and training.

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		Experience developing staff, outlining goals and objectives, and encouraging continuous realignment and training.
X		Demonstrated experience overseeing an HR service/contact center at complex organizations with larger populations.
X		Advanced knowledge of state/federal laws and regulations influencing HR policies.
X		Demonstrated leadership values, coaching skills and sound judgment.
X		Proven ability to examine procedures, design new strategies, develop sound protocols, successfully implement new systems and optimize existing systems.
X		Demonstrated knowledge of best practices related to employee time, benefits, compensation, and life and leave events.
X		Excellent written and oral communication skills, able to develop and make presentations to senior leadership.
X		Proven planning and organizational skills, effective time management abilities and a growth mindset.
X		Demonstrated interpersonal skills and emotional intelligence, able to exercise discretion with confidential information.
X		Knowledge of the unique issues and needs of both faculty and staff.
X		Ability to make resource and development decisions based on data and metrics.
X		Excellent conflict management skills, able to defuse difficult situations.
X		Proven strategy, organization, creative and analytical skills.
X		Proficiency with Microsoft Office.
X		Extensive experience with HRIS/case management systems and tools (e.g., ServiceNow, Workday HCM).
	X	Information Professional in Human Resources, Information Technology Infrastructure Library certification or other similar certificates.
	X	Experience in higher education and/or IT service management.
	X	Extensive experience strategically overseeing HR service/contact centers at complex organizations with larger populations.
	X	Experience with talent acquisition, supporting applicants and new hires.
	X	Developed management style and collaborative leadership skills, able to drive change while maintaining a fair, consistent work environment.
	X	Experience establishing an HR call/service center and advancing technology capabilities, developing plans to create consistency and implement assessment feedback.
	X	Experience managing the implementation of HR systems and initiatives, providing strategic support to drive organizational change.
	X	Ability to interface with all levels of the organization, influence decision makers, and set and manage expectations.
	X	Experience developing communication materials (e.g., quick reference guides) to ensure service delivery consistency.

Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X		Information Professional in Human Resources, Information Technology Infrastructure Library certification or other similar certificates.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Oversees operations to achieve immediate case resolutions through customized services that meet complex needs. Develops and implements best practices and				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
standard operating procedures for both short- and long-term objectives and strategies. Manages Tier 1 and Tier 2 staff, monitoring workloads, schedules and resources to maintain targeted service levels.				
Directs staff hiring and training, as well as leadership development. Maintains open channels of communication to understand workload concerns, provide guidance and counsel or discipline staff as needed. Oversees the provision of positive, constructive feedback to staff and the collection of feedback to continuously improve services. Ensures consistent service audits, quality assurance efforts, and platform use to measure and improve performance both departmentally and individually for staff.				
Works with managers and teams to develop and maintain optimized service delivery (e.g., processes, SOP). Develops and monitors metrics for inquiries (e.g., calls, emails), and transactions, and identifies and addresses trends. Leverages case management dashboards and reporting to adhere to service level agreements. Continually focuses on optimizing or enhancing existing technologies. Stays current with regulation/policy changes, modernized practices and emerging higher education issues.				
Disseminates university and HR policies and strategies to staff, discussing key elements and individual contributions. Helps establish programming and short/mid-term goals to achieve long-term objectives. Analyzes current and anticipated conditions and limitations that may affect ability to achieve strategic objectives. Meets targets in concert with deadlines.				
Understands stakeholders' unique needs and nuances (e.g., administration, academic staff) to provide tailored support and resources. Directs continuous improvement efforts and maintains alignment to HR strategies. Evaluates varied communication platforms. Builds effective internal/external networks. Regularly reviews data and reports to inform decisions and recommendations to senior leadership.				
Employs high ethical management standards, creating a fair workplace and addressing hiring challenges as needed. 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.