



Senior Director, Clinical Research Operations Job Description

JOB INFORMATION

<i>Job Code:</i>	133030
<i>Job Title:</i>	Senior Director, Clinical Research Operations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.; Supervises employees and/or student workers.
<i>Job Family:</i>	Clinical Administration
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	5 Administrator
Senior Director, Clinical Research Operations	

JOB SUMMARY

Directs day-to-day operations, infrastructure design and strategy development for clinical research across the university. Oversees patient safety, documentation and data security.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	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 specialized research projects/programs.
	X	12 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
--------------------------	---

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Extensive experience managing specialized research/programs (e.g., sponsored projects) and the ability to interpret and apply complex policies, analyses, and trends.
X		Excellent written and oral communication skills with the ability to interface, resolve conflicts, and communicate with all levels of management and internal/external stakeholders.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive experience in clinical research and managing sponsored projects.
X		Proven experience in budget development and management.
X		Extensive experience in leadership/management roles, skilled in staff development, performance management, problem solving and networking.
X		Demonstrated consulting, negotiation, development, and/or fundraising experience.
X		Experience with curriculum development and design conceptualization.
X		Proven ability to communicate clinical matters to non-clinical leadership and staff.
X		Demonstrated experience developing project proposals, tracking results, managing change activities and presenting value-add.
	X	Demonstrated experience leveraging project portfolio management (PPM) tools.
	X	Hands-on experience with generative AI and LLMs (e.g., ChatGPT, Copilot, Perplexity).
	X	Experience with varied data visualization software (e.g., Azure, Tableau, SmartSheet).
	X	Ability to drive change while maintaining equitable, inclusive work environments.
	X	Experience developing strategies and managing system implementations at complex organizations.
	X	Multilingual communication skills; fluent in Spanish and/or other languages beyond English.
	X	Knowledge and/or understanding of numerous relevant cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Project Management Professional certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs clinical research operations across the university, defining expectations, evaluating timelines and prioritizing objectives. Ensures trials are developed and conducted appropriately and are compliant with all best practices and regulations. Oversees trial design, site selection and implementations, anticipating pain points and advising on assumed risk. Identifies, addresses and removes any process gaps, administrative barriers or system issues impacting timelines.				
Ensures trials and research are aligned with program goals and university strategies. Oversees team hiring, training and performance management. Designs project plans, reviews job descriptions and resolves clinical study-related issues. Leverages expertise to support staff development efforts and mentor team members/leaders. Monitors trial progress, schedules and workloads.				
Manages all clinical research documentation (e.g., abstracts, contracts, marketing) and ensures data security. Regularly prepares and distributes training materials, project trackers and financial reports. Leads or attends regular meetings, building and maintaining relationships with managers, senior leadership and numerous other internal/external stakeholders (e.g., principal investigators, Institutional Review Board).				
Oversees resource management for all clinical trials (e.g., budgets, procurement, vendor selection). Manages and assists with contract processes, serving as the primary escalation contact. Partners with relevant stakeholders to mitigate risk and monitor trials for quality assurance. Conducts site visits and project audits to ensure study-specific plans are followed. Provides timely updates and innovative recommendations for complex issues to senior leadership as needed.				
Reviews and analyzes existing systems and their ability to support objectives. Drives efforts for change and innovation (e.g., artificial intelligence, data governance) to improve infrastructure, maximize efficiencies and support larger university initiatives to continuously improve operating procedures. Stays current with industry trends, emerging technologies and modernized best practices.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides guidance and mentorship to clinical research teams. Facilitates and maintains open communication channels between numerous internal/external stakeholders. 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.