



Associate Vice President, Strategy and Business Operations Job Description

JOB INFORMATION

<i>Job Code:</i>	199812
<i>Job Title:</i>	Associate Vice President, Strategy and Business Operations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Senior Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	3 Executive

JOB SUMMARY

Leads human resources program management and services and manages the HR department budget and financial operations. Adopts a customer-first mentality where all strategic programs and initiatives are designed with the intention of creating strong client relationships and demonstrating service excellence. Demonstrates knowledge of university HR programs and practices, including the service delivery model required to support the achievement of short- and long-term strategic goals of the university. As a member of the HR leadership team, champions innovation and continuous improvement by measuring key performance indicators in HR programs, processes and technology capabilities to identify areas of opportunity to achieve program goals and improve services. Has primary responsibility for managing all aspects of HR programs to ensure financial targets are achieved while maintaining focus on quality and customer satisfaction. Reports directly to the Senior Vice President of Human Resources, introducing and driving innovative programs from concept through to delivery. Implements the university's vision while championing its culture and values, integrating them and ethics into strategic initiatives and projects. Contributes to an inclusive environment by building and maintaining collaborative relationships with team members, peers and leaders across the HR organization, and upholds the principles of the USC Code of Ethics.

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		Bachelor's degree	Organizational Development	Or
X		Bachelor's degree	Human Resources	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Organizational Development	Or
	X	Master's degree	in related field(s)	

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		8 years	of experience leading strategic improvement initiatives and related HR projects to achieve desired outcomes.	
X		6 years	of experience in a management role.	

Work Experience

Req	Pref	Work Experience	Experience Level	
	X	10 years	of experience in financial planning and budgeting in large, complex and matrixed organizations.	
	X	8 years	of experience in a 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 vendor management and change management, able to introduce new programs, services and technologies and increase user buy-in, adoption and service excellence.
X		Expertise in data visualization, business modeling and defining KPIs to leverage broad data sets and generate critical business insights driving strategies aligned to organizational goals.
X		Excellent executive program/project management skills, with experience defining requirements and demonstrated financial management aptitude.
X		Fluent in analytical and statistical modeling capabilities, able to quickly establish credibility and effectively partner with others to define and deliver processes, data and programs supporting organizational goals.
X		Excellent written and oral communication skills and exemplary attention to detail, able to tailor message delivery to varied audiences.
X		Demonstrated leadership and interpersonal skills, and excellent critical thinking, program solving and organizational skills.
X		Fluency with Microsoft Office suite.
	X	Experience in higher education and unionized environments.
	X	Exemplary problem-solving skills, with strategic focus on process mapping, task management and execution.
	X	Experience in senior administrative or executive roles, creating and managing an organization's fiscal operating and capital budget and expenses.
	X	Demonstrated active listening skills, able to positively and successfully engage with varied internal/external stakeholders.
	X	Knowledge of HR applications and relevant experience (e.g., Workday, ServiceNow).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certified Project Management Professional (PMP)

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
Demonstrates knowledge of USC HR programs and service delivery models and communicates how HR solutions can support the achievement of short- and long-term strategic goals. Uses department resources to understand and fulfill the HR organization's administrative and operational needs.				
Operates as a program/project executive in numerous high-profile, strategic HR initiatives supporting the accomplishment of long-term organizational strategies. Oversees HR department finances and manages the budget (e.g., determining required allocations for programs, projects and initiatives). Regularly reports on the HR organization's financial health to the HR executive team. Leads efforts to support vendor selections aligned to HR program requirements and related				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
projects. Enables steering committees to drive solution outcomes by defining program requirements and related project roadmaps and reporting cadence needed to support strategic planning initiatives.				
Champions innovation and continuous improvement by measuring key performance indicators (KPIs) in HR processes, technologies and programs to identify areas of opportunity. As an executive project owner, oversees management of HR programs and service initiatives, allocating resources to projects within HR programs to maximize productivity and results.				
Continuously identifies and implements new programs, services and processes, and all relevant and needed technology requirements. Designs project plans and workflows aligned to strategies set for administrative and academic operations. Demonstrates, through words and actions, alignment between the university's and HR organization's strategic plans.				
Manages all project aspects to ensure financial targets are achieved while maintaining focus on quality and customer satisfaction. Conducts research and analyses of HR program effectiveness, processes, stakeholders, etc. Introduces continuous improvement mechanisms that enhance delivery of core projects and leads to success of HR programs and services.				
Monitors and reports on the progress of all HR program initiatives and projects. Champions and communicates program status to a wide audience ranging from individual stakeholders to executives and governance groups. Disseminates pertinent information to others to guide and deliver on HR commitments. Listens attentively to the needs of HR peer leadership and collaborates with the team to prioritize programs. Communicates priorities effectively to gain alignment across the organization.				
Adopts a customer-first mentality where all strategic initiatives are executed with the intention of creating strong client relationships and demonstrating service excellence. Prioritizes HR program initiatives and related projects that enhance the delivery of HR services and drive continuous customer satisfaction.				

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/			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.