



USC University of
Southern California

Candidate Experience Analyst Job Description

JOB INFORMATION

Job Code:	117181
Job Title:	Candidate Experience Analyst
FLSA Status:	Exempt
Supervisory:	
Job Family:	Recruiting/Talent Acquisition
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

JOB SUMMARY

Monitors and analyzes the talent acquisition candidate experience. Identifies service gaps and improvement areas, implementing process improvements to design an overall strategy that champions university culture and values throughout the recruiting lifecycle. Collaborates with recruitment staff to provide tailored collateral and/or recommendations, ensuring a consistent, welcoming, and personal experience.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Human Resources	Or
	X	Bachelor's degree	Organizational Development	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

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

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		3 years	in human resources, talent acquisition, sourcing and/or recruiting	
	X	5 years	in HR, higher education, talent acquisition, sourcing and/or recruiting	

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 coordinating recruitment activities, ushering candidates through the TA lifecycle.
X		Excellent strategic and creative thinking skills.
X		Experience gathering and analyzing data, identifying patterns, translating meaning, and creating and presenting reports.
X		Ability to proactively provide support and guidance as needed on projects.
X		Demonstrated organizational and analytical skills.
X		Demonstrated interpersonal skills and emotional intelligence, able to work independently and with teams.
X		Excellent written and oral communication skills and proven attention to detail.
X		Ability to exercise discretion with confidential information.
X		Proficiency with Microsoft Office.
	X	Experience developing candidate marketing materials and collateral (e.g., job posts and announcements, job board partnerships, career site updates) to effectively guide candidates through the recruiting experience.
	X	Able to identify issues and recommend process improvements, providing proactive approaches for solutions when next steps are ambiguous.
	X	Experience developing end-to-end candidate experience strategies for organizations.
	X	Ability to support concurrent projects, prioritize competing assignments and work under pressure with tight deadlines and frequent interruptions.
	X	Experience with effective social media recruitment tools. Demonstrated sound judgment for making decisions with minimal supervision.
	X	Experience working with HR applications (e.g., Workday HCM, Applicant Tracking Systems).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Monitors and performs root-cause analysis of candidate experience and feedback. Adapts programs, projects, initiatives, activities and behaviors in real time. Collaborates with recruitment team to apply candidate insights and support timely processes.				
Produces reports highlighting strengths and improvement opportunities. Represents the university's employer brand, streamlining communications and tailoring styles and messaging as appropriate for varied audiences.				
Delivers timely and accurate recruiting materials aligned to overall candidate experience visions and strategies. Maintains currency with leading candidate experience practices, technologies and trends.				
Seeks input and guidance on strategies from HR and university stakeholders. Keeps managers informed and updated with data-driven information and accurate work outputs, escalating roadblocks or issues to appropriate colleagues.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of 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/			

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.