



# Clinical Operations Support Manager Job Description

## JOB INFORMATION

<i>Job Code:</i>	135151
<i>Job Title:</i>	Clinical Operations Support Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Clinical Support
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	5 Manager

## JOB SUMMARY

Assesses clinical operations processes for improvement, standardization and consistency, and ensures staff oversight and redundancy. Responsible for professional communication, training, tracking, creating documentation, auditing, and forecasting future needs. Provides exceptional support to clinical studies being performed at all constituent study sites.

## JOB QUALIFICATIONS:

### Education

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

### 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		5 years	
	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		Experience with process development and change management.
X		Experience managing staff, providing work direction and oversight.
X		Excellent written and oral communication skills and proven ability to work effectively in a team environment.
	X	Proven success leading and managing clinical operations staff.
	X	Experience providing clinical support in a school of medicine environment.
	X	Experience with EDC account management.

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads initiatives to propose, develop, and implement new systems, processes, and documentation required to meet study, group, and institutional objectives. Collaborates as needed with internal/external partners. Coordinates continual review of site selection and start-up resources.				
Collaborates with other functional teams to understand underlying business challenges and communicate accurate data insights that enable confident and effective decision making. Plans, deploys and maintains various operational support solutions for multiple clinical trials and observational studies.				
Develops various study materials (e.g., standard operating procedures, data tracking tools, training materials). Conducts quality assurance reviews of study-specific required elements. Develops and approves appropriate documentation (e.g., WID, SOP).				
Interviews prospective candidates, provides training and work direction, and delegates tasks to other staff. Collaborates with management to assess department staffing needs. Instructs site study staff on quality assurance procedures and responds to questions regarding multiple study protocols. Attends appropriate meetings to support operational efforts related to study-specific activity.				

### 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

### 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.