



Director, Project Management (PMO) Job Description

JOB INFORMATION

<i>Job Code:</i>	129609
<i>Job Title:</i>	Director, Project Management (PMO)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages employees (varied levels) across departments on a project basis.
<i>Job Family:</i>	Project Management
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Manages the development of appropriate organizational change management strategies for large, significant and complex initiatives. Partners with leadership to ensure alignment with university objectives and lead sourcing efforts accordingly. Regularly monitors and reports on change efforts and progress. Maintains open lines of communication with organizational and university stakeholders.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Communication	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	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		10 years	in business administration, business strategy and/or project management.	And
X		4 years	in management	
	X	12 years	in business administration, business strategy and/or project management.	
	X		in management	

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		Ability to build, train, develop and manage diverse, high-performing teams.
X		Excellent written and oral communication skills, and an exemplary attention to detail.
X		Ability to present ideas and solutions in non-technical, business-friendly terms.
X		Advanced judgment, analytical, and decision-making skills.
X		Demonstrated ability to deftly handle time-sensitive matters, meet strict deadlines, and accomplish confidential tasks.
X		Ability to drive adoption and implementation of project/program management methodologies.
X		Demonstrated ability to assess and manage inter-dependencies of projects with regards to content and planning.
X		Experience engaging executive level stakeholders, project team members and third-party vendors to provide meaningful updates or drive consensus.
X		Advanced knowledge of continual improvement processes.
X		Experience driving cross-functional programs and managing competing priorities.
X		Ability to foster an environment of trust, collaboration, transparency, and accountability.
X		Proficiency with Microsoft Office (e.g., MS Project, Visio).
X		Demonstrated excellence leveraging project portfolio management tools.
	X	Experience in higher education or finance.
	X	Demonstrated experience identifying opportunities for process improvements, new initiatives and strategic projects.
	X	Experience partnering with department leadership to develop and execute strategic visions.
	X	Experience implementing and recommending best practices, developing program/project plans, and effectively managing and deploying resources to achieve objectives.
	X	Experience training staff to create new approaches to challenges or to meet evolving stakeholder needs.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certified Associate in Project Management, Project Management Professional, Change Management, Prosci and/or similar certifications.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages internal project management teams, responsible for establishing timelines, budgets and delivery of several complex projects (e.g., programs, strategic initiatives). Develops and drives strategic, flexible project methodologies. Ensures projects and leadership are aligned with organizational objectives and business priorities. Applies creative problem-solving strategies to address repetitive challenges across the university. Gains key stakeholder input, building consensus and prioritizing projects with university-wide value and positive long-term implications.				
Defines program scope and sets measurable, achievable short- and long-term goals. Outlines cross-functional obstacles while leading projects with multiple stakeholders and prepares mitigation plans. Identifies development opportunities and implements best practices and initiatives that contribute to improved customer service and departmental efficiencies. Regularly monitors and reports on change efforts, conducting ongoing meetings and providing integrated visuals of progress.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Leverages various platforms to maintain open, coordinated lines of communication with all relevant stakeholders. Manages team efforts to meet targets within established deadlines. Develops and implements internal processes and technical architecture. Evaluates project team member workloads and reallocates work as needed. Partners with leadership to confirm needs and lead sourcing efforts accordingly.				
Partners with key stakeholders to manage schedules and provides support and guidance to direct reports. Manages relationships with third-party vendors. Reviews metrics and data to inform and improve decision-making and recommendations. Provides input and insights into ongoing product development to steer projects and help guide project managers. Maintains currency of regulation and policy changes that may affect objectives, services and processes.				
Cultivates relationships to build effective internal/external networks. Collects feedback and ascertains ways to improve services. Partners with colleagues and leadership to align projects and solutions with university culture. 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

<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.