



USC University of
Southern California

Lead, Solution Center Job Description

JOB INFORMATION

<i>Job Code:</i>	113359
<i>Job Title:</i>	Lead, Solution Center
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	6 Supervisor

JOB SUMMARY

Oversees a team serving as the first point of contact for most employees reaching out to human resources with questions. Opens cases, documents issues and resolutions, and escalates to appropriate higher-tier stakeholders as needed. Responsible for overseeing staff performance and development as assigned. Identifies opportunities for process improvements in daily operations. Champions the university's vision, culture and values.

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	Computer Science	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	Computer Science	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		5 years	in human resources, customer service and/or service center delivery	
	X	7 years	in human resources, customer service and/or higher education	
	X	2 years	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		Demonstrated experience in a HR service center or as an HR generalist.
X		Demonstrated data entry skills and proven words-per-minute speed.
X		Excellent written and oral communication skills, able to maintain a consistently positive attitude and courteous phone and email tone.
X		Proven track record of building strong collaborative relationships with stakeholders.
X		Excellent conflict management skills, able to defuse difficult situations.
X		Demonstrated project management skills, able to identify and implement continuous process improvements.
X		Proven strategy, organization, creative and analytical skills.
X		Demonstrated sound judgment, with the ability to work independently and proactively and make decisions with minimal supervision.
X		Experience interpreting and applying pertinent rules and regulations, able to mentor staff on HR policies, procedures, processes and laws.
X		Demonstrated interpersonal skills and emotional intelligence, able to exercise discretion with confidential information.
X		Extensive experience working on teams, able to ask for help and provide support and guidance as needed on projects.
X		Experience working in fast-paced environments with rapidly changing priorities, able to triage requests and inquiries and route them to appropriate parties.
X		Proficiency with Microsoft Office. Experience with case management systems and with HRIS, case management, employee portal, knowledge management or records management tools (e.g., ServiceNow, Workday HCM).
	X	Experience developing guidelines, policies, documentation and procedures.
	X	Experience analyzing large datasets and reporting and presenting findings.
	X	Demonstrated dedication to service excellence and commitment to providing clients with accurate and thoughtful solutions in a punctual manner.
	X	Excellent project planning and management skills and demonstrated ability to manage multiple workstreams simultaneously.
	X	Experience building and managing teams and providing consistent feedback to achieve results in line with strategic goals.

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
Provides team leadership and day-to-day guidance. Possesses an understanding of USC’s business and how the solution center enables the HR organization’s success. Demonstrates an in-depth knowledge of HR policies and leading practices related to the solution center and supporting customer needs. Triage cases, guiding team in resolutions and monitoring team performance. Trains and coaches team to support successful service deliveries.				
Possesses a broad understanding of HR and its core functions. Provides helpful, accurate and timely information to employees and assists team in triaging or escalating requests. Maintains courtesy and professionalism as a public-facing HR representative. Solicits constructive feedback and insights from managers and proactively incorporate suggestions into continuous improvement of work. Maintains attentive and responsive lines of communication with the broader team to provide and receive latest updates and keep the team informed of individual progress and challenges.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Expands HR knowledge through continuous learning opportunities. Supports efforts to gather data for continuous system and process improvements. Ranks competing priorities and makes decisions with minimal guidance.				
Assists lower-level staff with triaging and escalating requests as needed, keeping management informed of performance issues as needed. Ensures team is working in concert while delivering outstanding customer service to employees. Produces high-quality deliverables as necessary on schedule. Proactively discerns next steps toward resolutions. Supports team members in problem solving as needed.				
Supports strategic goals set by the team, department and university. Provides constructive performance feedback and mentorship to lower-level staff. 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/			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.