



USC University of
Southern California

Lead Workforce Analyst Job Description

JOB INFORMATION

<i>Job Code:</i>	117180
<i>Job Title:</i>	Lead Workforce Analyst
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads employees performing similar work on a project basis.; Trains employees on specific skills and tasks as required.
<i>Job Family:</i>	C010
<i>Job Family Group:</i>	
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Leads the interpretation and analysis of workforce data to optimize processes. Oversees and presents complex reports extrapolating insights to support HR strategies. Manages adoption of reports and dashboards that translate findings into action items.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		Or
X		Bachelor's degree	Statistics	Or
X		Bachelor's degree	Mathematics	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Organizational Behavior	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Statistics	Or
	X	Master's degree	Mathematics	Or
	X	Master's degree	Computer Science	Or
	X	Master's degree	Organizational Behavior	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Business Administration	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

Req	Pref	Work Experience	Experience Level
X		7 years	experience in workforce planning/management, research and analytics.
	X	10 years	or more years' experience in workforce planning/management, research and people analytics

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 higher education. In-depth experience creating data analyses and reports out of HRIS software (e.g., Workday HCM), identifying patterns and translating meaning.
X		Excellent written and oral communications skills and attention to detail.
X		Ability to exercise discretion with confidential information.
X		Experience presenting data and insights in easily understood formats for stakeholders with varying levels of data literacy.
X		Knowledge of employee lifecycles as it relates to key people/human capital analytics (e.g., turnover/retention, labor costs, engagement).
X		Demonstrated sound ethical judgment for making decisions with minimal supervision.
X		Ability to support concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions.
X		Demonstrated knowledge of software development, configuration, security concepts and code development techniques.
X		Experience with data visualization tools (e.g., Tableau, Periscope) and gathering information with SQL or similar languages.
X		Advanced working knowledge of Microsoft Office (specifically Excel and PowerPoint).
	X	Advanced working knowledge of Adobe Creative Suite.
	X	Experience in data visualization and/or information design, creating clear, concise products (e.g., graphics, tables, maps).
	X	Demonstrated understanding of USC's business and knowledge of HR department and its core functions.
	X	Excellent interpersonal skills, emotional intelligence, and relationship-building abilities for communicating with internal partners.
	X	Multilingual communication skills, fluent in Spanish and/or other languages beyond English.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Identifies, recommends and leads improvements to existing data management processes and strategic initiatives using data insights and reports. Oversees the design, development, testing and support of dashboards and reports. Refines and monitors service level agreements.				
Leads the generation of large reports, gathering complex data. Extrapolates relevant workforce insights to promote data-driven decision making and strategies. Forecasts trends and recommends optimal actions tailored to business unit/department. Oversees easy adoption of reports and dashboards, working directly with senior leadership and translating complex analytics into digestible guides for relevant stakeholders.				
Leads collaborations with analytics teams to identify and analyze large, complex data sets and extract advanced planning insights. Develops accurate dashboards and shares regular, timely reports. Stays current with industry trends, technology and evolving business practices.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Supports strategic goals set by teams, departments and the university. Ranks competing priorities and makes decisions with minimal guidance. Solicits constructive feedback and incorporates into continuous improvements. Identifies methods to improve automated reporting, streamlining and data visualization tools. Manages escalated issues and communicates roadblocks to relevant stakeholders.				
Builds strong relationships with numerous relevant stakeholders across the university, and conducts training and outreach programs. 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.