



## Manager, Organizational Change Management

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	165468
<i>Job Title:</i>	Manager, Organizational Change Management
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Organizational Change Management/Engagement
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

#### JOB SUMMARY

Leads the university's organizational change management portfolio in coordination with strategic human resources initiatives. Coordinates change activities and provides understanding of benefits and risks. Guides teams establishing standard change management methodologies. 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	Master'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		7 years	in human resources and/or talent management
	X	10 years	in talent management, organizational development, and/or learning and development

##### 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		Knowledge of change management models and practices.
X		Experience with successful deliveries of change management in the disciplines of change management methodology, job or role design, stakeholder engagement, sponsorship alignment, communication planning, training or performance support and organizational readiness.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent facilitation skills and proven track record of building strong collaborative relationships with senior stakeholders.
X		Experience in leadership/management roles, providing feedback, assessment, encouragement and support.
X		Strong project management and organizational skills, able to manage several projects and deadlines simultaneously.
X		Ability to think strategically and serve as a thought-partner to the senior executives.
X		Exceptional written and oral communications skills, able to synthesize complex materials and craft creative, persuasive messaging for varied audiences.
X		Copyediting experience and familiarity with AP style.
X		Experience supporting customer needs and articulating strategies motivating others to action.
X		Proven ability to interpret, comply with and enforce pertinent policies, procedures, regulations, and requirements.
X		Ability to manage necessary resources to resolve problems in a timely and effective manner.
X		Ability to understand and work with large, complex systems.
X		Proficiency with Microsoft Office.
	X	Experience in management and/or human capital consulting.
	X	Demonstrated experience building and managing exceptional teams and providing consistent feedback to achieve results in line with strategic goals.
	X	Positive track record of influencing department cultures during change through trust-building.
	X	Ability to train staff on emerging industry trends and ensure quality baseline of department knowledge.
	X	One or more change management or similar certifications (e.g., CCMP, CMS, Prosci).

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages team members developing appropriate organizational change management (OCM) strategies for large, significant and complex initiatives. Partners with leadership to confirm needs and lead sourcing efforts accordingly. Manages staff development and fosters team member accountability. Monitors and reports regularly on change efforts and progress. Maintains open lines of communication with organizational and university stakeholders.				
Drives organizational change through varied interactive channels. Provides thought leadership and OCM guidance enabling implementation of sustained transformations. Cultivates strong relationships with customers, partners, and stakeholders to ensure delivery of consistent, reliable service to varied university stakeholders. Works with leaders to develop and manage holistic strategies for delivering quality service				
Maintains currency with industry standards, best practices, and trends in higher education. Leads continual improvements to increase the effectiveness of change activities. Analyzes varied and potentially conflicting data sources and draws appropriate conclusions to inform decision making. Balances interests of multiple stakeholders.				
Contributes to an inclusive environment, building and maintaining strong cross-functional relationships and a deep understanding of organizational and university cultures. Upholds the principles of the USC Code of Ethics. Demonstrates alignment to strategic plans of the organization and university through words, actions and ideas				

## 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		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

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.