



USC University of
Southern California

Process Improvement Analyst Job Description

JOB INFORMATION

Job Code:	114103
Job Title:	Process Improvement Analyst
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Business Operations
Job Family Group:	USC Job Families
Management Level:	7 Individual Contributor

JOB SUMMARY

Helps refine internal processes by identifying opportunities for improvements. Documents existing workflows, supports requirements-gathering workshops, recommends solutions and supports implementation using design thinking principles and concepts. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Communication	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Communication	

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		3 years		
	X	5 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

Req	Pref	Functional Skills
X		Bachelor's degree in business, psychology, communications or other related fields.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Three years' experience in project management, design thinking, and/or business administration.
X		Demonstrated analytical, creative and strategic thinking skills for managing complex and ambiguous business processes.
X		Experience with design thinking principles.
X		Demonstrated experience on cross-functional and matrixed teams, able to collaborate and work strategically across departments.
X		Excellent data visualization, diagramming and process mapping skills.
X		Ability to forecast and measure process improvements in terms of time, money and effort.
X		Experience with process mapping tools (e.g., Visio, LucidChart).
X		Excellent written and oral communications skills, able to exercise discretion with confidential information.
X		Ability to manage concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions. Experience managing diverse, cross-functional teams.
X		Ability to exercise sound judgment in making decisions with minimal supervision and discretion with confidential information.
X		Proficiency in Microsoft Office.
	X	Master's degree in business, psychology, communications or other related fields.
	X	Five or more years' experience in human resources, higher education and/or finance.
	X	Experience with technical writing and system documentation, and with data visualization tools (e.g., Tableau).
	X	Excellent interpersonal skills and emotional intelligence.
	X	Experience extracting insights from metrics for informed decision-making.
	X	Experience with varied project management methodologies (e.g., waterfall, hybrid, agile).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supports the implementation of process improvements across organizations. Evaluates complex solutions to ensure fulfillment of business requirements. Communicates gaps in process designs with relevant stakeholders, presenting maps, documentation, metrics and insights in an accessible manner while conveying appropriate urgency and priority.				
Communicates with university stakeholders to gather input and feedback on relevant/assigned processes. Maintains process documentation in conjunction with subject matter experts (SMEs). Supports design thinking workshops and meetings to gather pain points and operational inefficiencies as part of continuous improvement activities. Encourages stakeholders to design new solutions.				
Uses data to identify business process improvements, and supports the education of users responsible for their management and operation to maximize efficiency. Advocates for end-users when participating in process/solution design sessions by prioritizing all requirements. Conducts root-cause analyses for any failures, issues or challenges that arise. Develops metrics to measure impact of improvements.				
Provides guidance and options for furthering organizational strategies and goals. Maintains currency with all relevant leading practices and process improvement and design thinking methodologies. Conducts research on emerging products and services that can support organizational needs.				
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

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		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,

Other Requirements

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