



**USC** University of  
Southern California

## Process Improvement Lead Job Description

### JOB INFORMATION

<i>Job Code:</i>	114107
<i>Job Title:</i>	Process Improvement Lead
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Business Operations
<i>Job Family Group:</i>	USC Job Families
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Identifies process gaps, designing and implementing solutions and improvements to better align processes with business objectives. Oversees workshops, data gathering, and solution design to create unique, efficient and effective solutions. Leads complex process improvement initiatives and oversees projects. Applies extensive design thinking knowledge, skills, and concepts in order to identify incremental changes that can add significant value to future-state processes. Executes USC's vision while championing USC's 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	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.**

X 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		
	X	7 years		
	X	2 years	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		Experience in project management and business administration.
X		Demonstrated knowledge and application of design thinking principles and concepts.
X		Experience designing and delivering human-centered solutions.
X		Experience leading workshops.
X		Ability to solve complex problems based on the analysis of multiple sources of information.
X		Strong data visualization, diagramming, and process- mapping skills.
X		Ability to forecast and measure process improvements in terms of time, expense, and effort.
X		Ability to manage concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions.
X		Ability to exercise sound judgment in making decisions with minimal supervision and appropriate discretion with confidential information.
X		Excellent written and oral communications and analytical skills.
X		Proficiency with Microsoft Office applications (e.g., Word, Excel, Outlook).
X		Experience with process mapping tools (e.g., Visio, LucidChart).
	X	Experience in finance and/or higher education.
	X	Demonstrated experience leading a cross-functional and matrixed team.
	X	Experience with technical writing and system documentation.
	X	Experience with a variety of project management methodologies (e.g., waterfall, hybrid, agile).
	X	Demonstrated ability to effectively communicate thought leadership, data analysis, and recommendations to senior leadership.
	X	Experience with data visualization tools (e.g., Tableau).

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		BPM, Six Sigma, PMP, and/or other similar certifications.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Designs unique and effective process improvements with key stakeholders in mind and using design thinking principles. Educates users responsible for managing and operating business processes to maximize operational efficiency. Contributes to change management activities (e.g., training sessions). Oversees a team of process improvement professionals to identify opportunities to improve efficiencies and/or resolve process pain points within functions. Ensures initiatives are well documented and improvements are designed to support the end user. Evaluates complex solutions to ensure fulfillment of business requirements.				
Leads design thinking workshops in order to understand existing pain points, identify business objectives and recommend thoughtful solutions. Works closely with stakeholders across the university to understand perspectives and push functions towards innovative solutions. Continuously gathers documentation and stakeholder feedback and insight into relevant processes				
Communicates process gaps based on in-depth research, and influences senior business leaders to take action to change processes. Presents process maps, documentation, metrics, and insights in an accessible manner, conveying appropriate urgency and priority. Gathers feedback from process improvement team.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Advocates for the end user in process or solution design sessions. Evaluates design and development options, considering stakeholder recommendations and knowledge of best practices. Addresses resistance to process improvements through education and robust change management strategies that align process improvements with achievement of business objectives. Develops metrics to measure impact of process improvements on performance. Conducts root-cause analysis for any failures, issues, or challenges that arise.				
Utilizes design thinking principles and in-depth research to identify high-value improvements to internal processes. Maintains currency with design thinking leading practices, research techniques and tools, and department-specific and higher education leading practices. Conducts research on emerging products and services that can support the needs of the organization.				
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: <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.