



## Program Director, Organizational Change Management Job Description

### JOB INFORMATION

<i>Job Code:</i>	165467
<i>Job Title:</i>	Program Director, Organizational Change Management
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Project Management
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Defines, frames and structures the organizational change management strategy for large, significant and complex initiatives, assuring consistent application of OCM process, policy and execution throughout initiatives and/or programs. Oversees OCM, fostering innovation in business processes and smooth current-to-future transitions for all stakeholders with focused strategies to achieve maximum adoption and utilization. Partners with project or program manager to ensure that OCM objectives are supportive of and integrated with overall project plans, and are achieved on-time and within budget. Assembles the OCM team, training and guiding the work of multiple specialists and related staff. Creates and implements procedures to evaluate the achievement of a project or initiative's goals and assesses the effectiveness of the OCM strategy, adjusts the OCM plans to respond to results, and shares outcomes with project leadership and sponsors. Works with project leadership to develop and sponsor change advocate coalitions.

### 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
X		Bachelor's degree	Organizational Development
X		Bachelor's degree	Communication
X		Bachelor's degree	in related field(s)
	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		5 years	
	X	10 years	in a relevant change management and/or project management role
	X	5 years	in a large matrixed organization

## 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 supporting OCM in large, complex projects, including building and managing teams.
X		Experience and knowledge of change management principles, methodologies and tools (preferably from Prosci), with a solid understanding of how people go through change processes.
X		Strong oral and written communication skills, and the ability to multitask, interact with multiple stakeholders and navigate changing priorities.
X		Able to fluctuate between learning, teaching and head-down mindsets.
	X	Relevant experience in technology, software, and/or software-as-a-service (SaaS) companies.
	X	Experience with system implementations, especially involving software-as-a-service (SaaS) solutions, or business transformation projects.
	X	Experience with Agile hybrid delivery and extending or modifying methodologies.

## Other Job Factors

- Will have to work weekends, evenings and/or holidays, based on business necessity.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assembles the OCM team, training and guiding the work of multiple specialists and related staff. Promotes innovation and transformation in business processes and policies through OCM engagement with individuals and departments. Refers and escalates opportunities to project and business leaders as needed.				
Defines, frames and structures the organizational change management strategy for large, significant and complex initiatives, assuring consistent application of OCM process, policy and execution throughout initiatives and/or programs. Recruits, organizes, and coaches teams including OCM, communication, and training specialists.				
Oversees OCM, fostering innovation in business processes and smooth current-to-future transitions for all stakeholders with focused strategies to achieve maximum adoption and utilization. Partners with project or program manager to ensure that OCM objectives are supportive of and integrated with overall project plans, and are achieved on-time and within budget. Creates overall OCM plan, including communication, manager and executive coaching, training and resistance mitigation plans. Assures consistent application of OCM strategy while allowing appropriate flexibility on approaches and tactics to meet distinctive functional or departmental needs.				
Consolidates information from OCM leads and team members on potential and emerging risks and resistance. Develops and directs program-wide mitigation strategies, escalating major issues and advising executives on their resolution.				
Creates and implements procedures to evaluate the achievement of a project or initiative's goals and assesses the effectiveness of the OCM strategy, adjusts the OCM plans to respond to results, and shares outcomes with project leadership and sponsors. Develops and implements processes to determine adoption and utilization of new systems and procedures at the conclusion of projects. Documents lessons learned and recommendations for future initiatives.				
Works with project leadership to develop, sponsor and change advocate coalitions. Establishes productive working relationships with key stakeholders to ensure engagement and support of program objectives. Engages and coaches project sponsors and other key executives in change efforts. Develops strategies for establishing and managing change advocate networks and other interventions to build community support for change efforts.				

## 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>			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.