



USC University of
Southern California

Program Management Lead Job Description

JOB INFORMATION

<i>Job Code:</i>	133410
<i>Job Title:</i>	Program Management Lead
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Program Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Primarily responsible for governance across multiple departmental projects and strategic initiatives. Develops people services metrics to track how constituent projects align to strategies and goals outlined in the overarching program. Oversees the implementation of projects and continuous improvement activities. Manages ambiguity and exercises influence over key stakeholders, customers and partners to drive success. 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		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Law	Or
X		Bachelor's degree	Project Management	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Law	Or
	X	Master's degree	Project Management	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years	in project management and/or business administration	
	X	7 years	in human resources, higher education and/or finance	

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 with project portfolio management (PPM) tools and varied project management methodologies (e.g., Scrum, Kanban, Lean).
X		Experience managing diverse, cross-functional teams.
X		Ability to develop positive working relationships and strong rapport with team members.
X		Exceptional organizational skills, able to prioritize between immediate needs and long-term objectives.
X		Excellent written and oral communications skills, able to communicate and translate effectively between subject matter experts, technical and non-technical team members.
X		Ability to manage concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions.
X		Excellent analytical skills, able to think strategically and creatively.
X		Ability to exercise sound judgment in making decisions with minimal supervision and discretion with confidential information.
X		Ability to work strategically and collaboratively across departments.
X		Proficiency with Microsoft Office.
	X	Experience in leadership and people-building roles.
	X	Experience working in human capital management or technology consulting.
	X	Excellent interpersonal skills, emotional intelligence and relationship-building abilities.
	X	Demonstrated data-driven mindset and instinct for extracting insights from metrics for informed decision-making.
	X	HR knowledge based on a combination of theory, learning, research and hands-on experiences.
	X	Demonstrated ability to effectively communicate with senior leadership.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Understands and articulates how projects and strategic initiatives within the program portfolio facilitate departmental strategies and goals. Effectively communicates vision and roadmap to diverse groups ranging from project teams to stakeholders. Defines and gains alignment on project success criteria and business benefits. Conducts performance management analyses to evaluate investment performance (e.g., cost, schedule, performance) against planned accomplishments through coordinated project audits and reviews.				
Delivers customized portfolio reports to articulate initiative progress and performance to a broad range of stakeholders. Promotes effective staff and team performance by providing expertise and thought leadership around project execution and value optimization. Manages expectations through building and presenting business cases and risk assessments. Leads regular status meetings to monitor project updates, gather change requests and socialize risks and issues across project teams.				
Drives continuous improvement by leveraging leading practices in program management. Facilitates innovation and continuous improvement by maintaining currency with the latest industry knowledge and new project and program management methodologies, frameworks, tools and technologies.				
Develops key performance indicators and closely tracks metrics to evaluate realized benefits. Maintains objectivity when diagnosing project and program challenges and designs rational solutions in response. Identifies and triages risks in projects and escalates to department leadership as appropriate. Demonstrates integrity in decision-making.				
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. Coaches junior staff to develop leadership capabilities. Understands how programs furthers departmental strategy and socializes key messages downstream to project leadership promoting associated goals. Provides insights from on-the-ground management to influence development of future strategic roadmaps.				

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.