



## Senior Specialist, Organizational Change Management Job Description

### JOB INFORMATION

<i>Job Code:</i>	165464
<i>Job Title:</i>	Senior Specialist, Organizational Change Management
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Project Management
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Leads organizational change management projects and initiatives across the university, with a focus on the people impacted by changes to business processes, systems, technology, job roles, and organization structures. Facilitates planning workshops and partners with key stakeholders to develop and deliver communications and plans that enable successful end-to-end transformation programs.

### 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	
	X	10 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Bachelor's degree in business, psychology, communications, or another related field, or equivalent experience.
X		Seven years' experience in change management, organizational development, project management or related fields.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience deploying global projects/programs focused on driving change and organizational effectiveness with actionable deliverables.
X		Experience partnering with key stakeholders to plan, prepare, and develop key messages and engagement materials.
X		Ability to measure and monitor success metrics for change progress, outcomes, and sustainability.
X		Ability to oversee various large and complex initiatives.
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 discretion with confidential information.
X		Excellent written and oral communications skills.
X		Excellent interpersonal skills, emotional intelligence, and relationship-building abilities.
X		Experience working in diverse, cross-functional teams.
X		Excellent analytical skills and the ability to think strategically and creatively.
X		Demonstrated data-driven mindset and instinct for extracting insights from metrics for informed decision-making.
X		Proficiency with Microsoft Office.
	X	Master's degree in business, psychology, communications, or other related fields.
	X	Prosci or other OCM related certifications.
	X	Ten years' experience in human resources and/or organization transformation.
	X	Experience in OCM and human capital consulting, with HR knowledge based on a combination of theory, learning, research, and hands-on experiences. Experience in leadership and people-building roles.
	X	Extensive experience in higher education and/or change management.
	X	Experience in an industry or consulting team-oriented environment in corporate operations, management, and/or human resources-related fields.
	X	Experience working in an HR Center of Excellence.
	X	Demonstrated ability to think creatively and manage resistance.
	X	Experience coordinating and providing oversight of work activities and deliverables of team resources.
	X	Demonstrated ability to effectively communicate with senior leadership.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads the design and development of OCM strategies for university projects, programs, policies, and processes. Provides oversight to ensure issue resolution and delivery of key milestones. Creates strategies to assist in completion of change initiatives regarding people, process, and technology. Partners with senior stakeholders to ensure initiatives align with department and university goals.				
Manages change teams and tasks (e.g., impact workshops, readiness assessments) and ensures quality of work products. Structures change management teams and forms, organizes, and reviews performance metrics to assess and evaluate change adoption and utilization of changed functions and/or systems. Measures participation levels and proficiency of users and stakeholders with new processes. Receives and incorporates feedback for improvement.				
Manages risks and change plans, escalating as needed. Collaborates with communication teams to develop messaging to address concerns, risks, and other impacts to project progress. Maintains close communication with project teams and managers to revise plans as needed. Develops and reviews change management updates to stakeholders.				
Acts as a liaison between HR partners and university stakeholders in a consulting capacity to develop change plans. Provides strategic analyses, advice, and education to executives and managers on alignment of organizational development initiatives with strategic goals and recovering from change impacts. Facilitates in- person and virtual workshops across the university as needed.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Designs and delivers assessments to collect relevant data and incorporates findings in formulation of change plan strategies. Maintains currency of change management trends and practices. 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.