



**USC** University of  
Southern California

## Senior Workforce Analyst Job Description

### JOB INFORMATION

<i>Job Code:</i>	117159
<i>Job Title:</i>	Senior Workforce Analyst
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Trains employees on specific skills and tasks as required.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Interprets and analyzes workforce data and makes recommendations to business leaders and HR partners to enhance workforce optimization across the university. Identifies and recommends improvements to existing data management processes. Generates large reports out and extrapolates workforce insights to promote data-driven decision-making and strategic HR actions. Leverages extensive experience using data visualization tools and analyzing large, complex datasets to build out advanced reports and dashboards. Facilitates easy adoption of reports and dashboards that clearly translate findings into actionable workforce planning business insights by assisting with training and outreach programs. Builds and maintains collaborative relationships with team members, peers, and leaders across the HR organization. Identifies new opportunities in HR and throughout the university to use workforce insights in data-driven decision making.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		Or
X		Bachelor's degree	Statistics	Or
X		Bachelor's degree	Mathematics	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Organizational Behavior	Or
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Statistics	Or
	X	Master's degree	Mathematics	Or
	X	Master's degree	Computer Science	Or
	X	Master's degree	Organizational Behavior	Or
	X	Master's degree	Psychology	Or
	X	Master's degree	Business Administration	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
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## Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years	in workforce planning/management, research and analytics (primarily people analytics).	
	X	7 years	in workforce planning/management, research and people analytics.	

## 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		In-depth experience creating data analyses and reports, identifying patterns, and translating meaning.
X		Ability to collect, aggregate and clean data from varied resources at scale.
X		Demonstrated knowledge of HRIS and workforce data.
X		Excellent written and verbal communications skills, able to exercise discretion with confidential information.
X		Proven organizational and analytical skills, and attention to detail.
X		Experience presenting data and insights in easily understood formats for stakeholders with varying levels of data literacy.
X		Knowledge of the employee lifecycle as it relates to key people/human capital analytics (e.g., turnover/retention, labor costs, engagement).
X		Team-oriented self-starter with the ability to work independently, strategically, creatively and proactively.
X		Possesses an understanding of USC's business and knowledge of HR department and its core functions.
X		Demonstrated sound ethical judgment for making decisions with minimal supervision.
X		Ability to support concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions. Demonstrated knowledge of the development and configuration of software solutions.
X		Foundational understanding of security concepts and secure code development techniques.
X		Experience with data visualization tools (e.g., Tableau, Periscope) and gathering information with SQL or similar languages.
X		Proficiency with Microsoft Office and experience generating reports out of HRIS software (e.g., Workday HCM).
	X	Experience in higher education.
	X	Excellent interpersonal skills, emotional intelligence, and relationship-building abilities for communicating with internal partners.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Identifies and recommends improvements to existing data management processes and strategic initiatives using workforce data insights and reports. Leverages business intelligence tools (e.g., Workday, Tableau) to design, develop, test, and support succinct reports and dashboards. Identifies new opportunities in HR and throughout the university to leverage workforce insights. Refines and monitors service level agreements with key university stakeholders.				
Generates large reports, gathering data and extracting insights relevant to client function/department. Extrapolates workforce insights to promote data-driven decision-making and strategic HR actions. Forecasts trends and proactively makes optimization recommendations tailored to business units based on data and reports. Facilitates easy adoption of workforce data reports and dashboards by working directly with senior HR and business stakeholders, translating complex analytics into digestible trends.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Collaborates with analytics team to identify and analyze large, complex workforce data sets and extract advanced planning insights. Develops accurate dashboards to assist in illustrating workforce trends. Stays current with industry trends and evolving business practices (e.g., technology enhancements). Establishes an infrastructure for ongoing reporting and managing ad-hoc workforce data requests as needed. Collates and shares standardized reports on time and according to de-identified cadence.				
Supports strategic goals set by the team, department, and university. Ranks competing priorities and makes decisions with minimal guidance. Solicits constructive feedback and insights from managers and customers and proactively incorporates suggestions into continuous improvement of work. Identifies methods to improve regular delivery of reporting through automation, streamlining, and data visualization tools. Escalates issues and communicates roadblocks to appropriate colleagues.				
Translates workforce data insights into succinct, actionable business insights for HR leaders and university stakeholders. Ranks competing priorities and makes decisions with minimal guidance. Facilitates easy adoption of reports and dashboard by assisting with training and outreach programs. Builds strong relationships with HR partners and managers to support data-driven, strategic 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.				

## 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.

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Print Employee Name

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Signature

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Date

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Print Manager Name

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Signature

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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.