



## Senior Performance Management Specialist Job Description

### JOB INFORMATION

<i>Job Code:</i>	117184
<i>Job Title:</i>	Senior Performance Management Specialist
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Trains employees on specific skills and tasks as required.
<i>Job Family:</i>	Training & Development
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Oversees and manages performance management, developing and implementing a program aligned with the university's needs and its constituents. Provides guidance on leading practices in performance management to elevate talent pool. Works closely with senior HR partners and leadership to counsel managers on coaching employees and addressing performance gaps. Designs feedback surveys to provide input into program improvements.

### 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	Business Administration	Or
X		Bachelor's degree	Industrial Psychology	Or
X		Bachelor's degree	Human Resources	
	X	Master's degree		Or
	X	Master's degree	Business Administration	Or
	X	Master's degree	Industrial Management	Or
	X	Master's degree	Human Resources	

#### 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	in HR and performance management	
	X	10 years	in higher education, in leadership and people-building roles	

#### 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		Demonstrated success leading performance management process transformation efforts for an enterprise.
X		Extensive knowledge of core learning and organizational development principles and best practices in driving knowledge transfer and change.
X		Proven success coaching managers and executives.
X		Ability to effectively communicate with senior leadership.
X		Excellent organizational and analytical skills.
X		Excellent presentation and written and oral communication skills.
X		Proven success to think strategically and creatively. Excellent people skills, situational awareness and relationship-building abilities.
X		Demonstrated data-driven mindset.
X		Strong ability to extract insights from metrics for informed decision-making.
X		Team- oriented self-starter with ability to work proactively on solo projects.
X		Ability to exercise discretion with confidential information.
X		Extensive experience deploying HR programs focused on driving change and organizational effectiveness.
X		Proficiency with Microsoft Office.
	X	Extensive experience using change management methodologies and models to implement organization change initiatives.
	X	Demonstrated experience leveraging human resources information systems (e.g., Workday).
	X	Experience developing and launching a performance management program from scratch.

## Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages entire performance management program. Designs fair and consistent rubrics for evaluating performance, keeping in mind population nuances and complexities. Establishes performance expectations that foster individual ownership of organizational goals. Supports design and implementation of performance improvement plans and intervention programs.				
Acts as the main point of contact for the performance management program, articulating strategy set by HR organization to campus partners. Designs and develops structured processes that include routine communications and weave accountability into organizational culture.				
Develops and distributes unbiased surveys to solicit feedback from employees and managers. Addresses questions regarding various factors (e.g., scope, expectations, prioritization) that influence goals, incorporating feedback into the program where possible. Analyzes performance indicators to recalibrate expectations in employee assessment rubrics.				
Creates nimble performance review programs that can adapt quickly to changing HR and university strategies, priorities, and needs. Assesses organizational cultures to identify roadblocks and makes recommendations to senior leaders addressing them.				
Develops training materials for completing performance reviews in fair and unbiased ways. Collaborates with HR partners, HR leaders, and university leadership on effective coaching techniques and approaches to address performance gaps. Evaluates ways to automate processes and improve employee experience. Analyzes feedback from yearly review cycles to identify improvement opportunities.				
Stays current with industry leading practices. Partners with HR information systems (HRIS) stakeholders to introduce enhancements to performance management software. Leverages technology (e.g., Workday) to deploy performance reviews. Supports relationship with Total Rewards to tie performance management and learning programs to financial incentives.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Identifies educational opportunities for managers and employees about the performance management process. Builds and maintain effective relationships with university partners by providing timely follow-up and feedback. 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>			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.