

UNIVERSITY OF SOUTHERN CALIFORNIA

Candidate Experience Analyst

Job Code: 117181

OT Eligible: No

Comp Approval: 1/20/2022

JOB SUMMARY:

Monitors and analyzes the talent acquisition candidate experience. Identifies service gaps and improvement areas, implementing process improvements to design an overall strategy that champions university culture and values throughout the recruiting lifecycle. Collaborates with recruitment staff to provide tailored collateral and/or recommendations, ensuring a consistent, welcoming, and personal experience.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- _____ _____ Monitors and performs root-cause analyses of candidate experience and feedback to identify service gaps and make recommendations for improvements. Adapts programs, projects, initiatives, activities and behaviors in real time. Collaborates with recruitment team to apply candidate insights and support timely processes.
 - _____ _____ Produces reports highlighting strengths and improvement opportunities. Represents the university’s employer brand, streamlining communications and tailoring styles and messaging as appropriate for varied audiences.
 - _____ _____ Delivers timely and accurate recruiting materials aligned to overall candidate experience visions and strategies. Maintains currency with leading candidate experience practices, technologies and trends.
 - _____ _____ Seeks input and guidance on strategies from HR and university stakeholders. Keeps managers informed and updated with data-driven information and accurate work outputs, escalating roadblocks or issues to appropriate colleagues.
 - _____ _____ 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.
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 3 years

Minimum Field of Expertise:

Three years' experience in human resources, talent acquisition, sourcing and/or recruiting. Experience coordinating recruitment activities, ushering candidates through the TA lifecycle. Excellent strategic and creative thinking skills. Experience gathering and analyzing data, identifying patterns, translating meaning, and creating and presenting reports. Ability to proactively provide support and guidance as needed on projects. Demonstrated organizational and analytical skills. Demonstrated interpersonal skills and emotional intelligence, able to work independently and with teams. Excellent written and oral communication skills and proven attention to detail. Ability to exercise discretion with confidential information. Proficiency with Microsoft Office.

Preferred Education:

- Bachelor's degree

Preferred Experience:

- 5 years

Preferred Field of Expertise:

Bachelor's degree in business, HR, organizational development, or other related fields. Five or more years' experience in HR, higher education, talent acquisition, sourcing and/or recruiting. Experience developing candidate marketing materials and collateral (e.g., job posts and announcements, job board partnerships, career site updates) to effectively guide candidates through the recruiting experience. Able to identify issues and recommend process improvements, providing proactive approaches for solutions when next steps are ambiguous. Experience developing end-to-end candidate experience strategies for organizations. Ability to support concurrent projects, prioritize competing assignments and work under pressure with tight deadlines and frequent interruptions. Experience with effective social media recruitment tools. Demonstrated sound judgment for making decisions with minimal supervision. Experience working with HR applications (e.g., Workday HCM, Applicant Tracking Systems).

Comments:

Required to work evenings, weekends and holidays, as necessary.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer