

UNIVERSITY OF SOUTHERN CALIFORNIA

Lead, Solution Center

Job Code: 113359

OT Eligible: No

Comp Approval: 1/20/2022

JOB SUMMARY:

Oversees a team serving as the first or second point of contact for most employees reaching out to the solution center with questions. Opens cases, documents issues and resolutions, and escalates to appropriate higher-tier stakeholders as needed. Responsible for overseeing staff performance and development as assigned. Identifies opportunities for process improvements in daily operations. Champions the university's vision, culture and values.

JOB ACCOUNTABILITIES:

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

_____ Provides team leadership and day-to-day guidance. Possesses an understanding of USC's business and how the solution center enables the HR organization's success. Demonstrates an in-depth knowledge of HR policies and leading practices related to the solution center and supporting customer needs. Triages cases, guiding team in resolutions and monitoring team performance. Trains and coaches team to support successful service deliveries.

_____ Possesses a broad understanding of HR and its core functions. Provides helpful, accurate and timely information to employees and assists team in triaging or escalating requests. Maintains courtesy and professionalism as a public-facing HR representative. Solicits constructive feedback and insights from managers and proactively incorporate suggestions into continuous improvement of work. Maintains attentive and responsive lines of communication with the broader team to provide and receive latest updates and keep the team informed of individual progress and challenges.

_____ Expands HR knowledge through continuous learning opportunities. Supports efforts to gather data for continuous system and process improvements. Ranks competing priorities and makes decisions with minimal guidance.

_____ Assists lower-level staff with triaging and escalating requests as needed, keeping management informed of performance issues as needed. Ensures team is working in concert while delivering outstanding customer service to employees. Produces high-quality deliverables as necessary on schedule. Proactively discerns next steps toward resolutions. Supports team members in problem solving as needed.

_____ Supports strategic goals set by the team, department and university. Provides constructive performance feedback and mentorship to lower-level staff. 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

Minimum Experience:

5 years

Minimum Field of Expertise:

Bachelor's degree in business administration, computer science, psychology, communications or other related fields. Five years' experience in human resources, customer service and/or service center delivery. Demonstrated experience in a HR service center or as an HR generalist. Demonstrated data entry skills and proven words-per-minute speed. Excellent written and oral communication skills, able to maintain a consistently positive attitude and courteous phone and email tone. Proven track record of building strong collaborative relationships with stakeholders. Excellent conflict management skills, able to defuse difficult situations. Demonstrated project management skills, able to identify and implement continuous process improvements. Proven strategy, organization, creative and analytical skills. Demonstrated sound judgment, with the ability to work independently and proactively and make decisions with minimal supervision. Experience interpreting and applying pertinent rules and regulations, able to mentor staff on HR policies, procedures, processes and laws. Demonstrated interpersonal skills and emotional intelligence, able to exercise discretion with confidential information. Extensive experience working on teams, able to ask for help and provide support and guidance as needed on projects. Experience working in fast-paced environments with rapidly changing priorities, able to triage requests and inquiries and route them to appropriate parties. Proficiency with Microsoft Office. Experience with case management systems and with HRIS, case management, employee portal, knowledge management or records management tools (e.g., ServiceNow, Workday HCM).

Preferred Education:

Bachelor's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Master's degree in business administration, computer science, psychology, communications or other related fields. Seven years' experience in human resources, customer service and/or higher education. Two years' experience in a management role. Experience developing guidelines, policies, documentation and procedures. Experience analyzing large datasets and reporting and presenting findings. Demonstrated dedication to service excellence and commitment to providing clients with accurate and thoughtful solutions in a punctual manner. Excellent project planning and management skills and demonstrated ability to manage multiple workstreams simultaneously. Experience building and managing teams and providing consistent feedback to achieve results in line with strategic goals.

Supervises: Level:

Leads one or more employees performing similar work.

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.

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