

UNIVERSITY OF SOUTHERN CALIFORNIA

Manager, Solution Center

Job Code: 113318

OT Eligible: No

Comp Approval: 5/27/2021

JOB SUMMARY:

Responsible for daily operations, managing a team providing integral resources to employees. Ensures optimal customer service by identifying priorities, establishing efficient business and technology processes and upholding quick service delivery times. Works with colleagues across the department to develop and maintain an infrastructure that optimizes service delivery through practiced strategies and uniform procedures. Trains and influences the team to provide confident, effective recommendations through an efficient use of resources and continuous knowledge upgrades. Champions the university's vision, culture and values.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Manages daily solution center operations, striving to achieve immediate case resolution through customized services that meet complex needs. Interprets and applies human resources best practices and information to contribute to immediate and larger, long-term strategies and goals. |
| _____ | _____ | Drives optimal customer service and strives to achieve immediate case resolution through customized services to meet complex needs of the customer. Hires, trains and supervises staff. Communicates with solution center staff to understand workload concerns and provides guidance accordingly. Counsels and disciplines employees, making firing and status change decisions as necessary. Interacts regularly with stakeholders to collect feedback and ascertain ways to continually improve services. |
| _____ | _____ | Employs high ethical management standards, creating an equitable workplace and addressing hiring challenges as needed. Collaborates with solution center managers/teams to develop and maintain an infrastructure optimizing service delivery (e.g., processes, SOPs, RACIs). Monitors metrics for inquiries (calls, emails, cases) and leverages case management dashboards, analytics and reports for improvements, workload concerns and adherence to service level agreements. Identifies and addresses inquiry trends and continuously upgrades knowledge, skills and abilities needed to stay current with regulation/policy changes. |
| _____ | _____ | Disseminates university and HR strategies and policies to solution center team, discussing key elements and individual contributions. Helps establish programming and short-term goals to achieve long-term objectives. Meets targets in concert with deadlines. |
| _____ | _____ | Evaluates varied platforms and opportunities for communicating with staff, stakeholders and customers. Analyzes current and anticipated conditions and limitations that may affect ability to achieve strategic mission. Employs high ethical management standards to create and maintain an equitable workplace. 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:

7 years

Minimum Field of Expertise:

Bachelor’s degree in business administration, computer science, psychology, communications or other related fields. Seven years’ experience in human resources, customer service and/or solution center delivery. Demonstrated experience in an HR solution center or as an HR generalist. Two or more years’ experience in a management role, in fast-paced, service-oriented environments where collaboration, motivation and the knowledge transfer process were critical for success. Proven ability to examine procedures, design new strategies, develop sound protocols and successfully implement new systems. Excellent written and oral communication skills, able to maintain a consistently positive attitude and courteous phone and email tone. Excellent conflict management skills, able to defuse difficult situations. Proven strategic, 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. Proficiency with Microsoft Office. Extensive experience with case management systems and with HRIS/HCM, case management, employee portal, knowledge management or records management tools (e.g., ServiceNow, Workday).

Preferred Education:

Master's degree

Preferred Experience:

10 years

Preferred Field of Expertise:

Master's degree in business administration, computer science, psychology, communications or other related fields. Information Technology Infrastructure Library (ITIL) or Professional in Human Resources (PHR) certifications. Ten or more years' experience in HR, customer service, higher education, larger complex organizations and/or IT service management (ITSM). Four or more years' experience in management roles in fast-paced, service-oriented environments. Extensive experience managing HR service centers at complex organizations. Ability to lead strategic initiatives in daily operations, providing support as needed. Track record of positive influence of department culture during change through trust-building. Ability to identify knowledge/resource gaps and apply industry trends to create development opportunities, training staff on emerging industry trends and ensuring quality baseline of department knowledge. Excellent project planning and management skills and demonstrated ability to manage multiple workstreams simultaneously. Demonstrated experience building and managing teams and providing consistent feedback to achieve results in line with strategic goals. Experience developing materials (e.g., quick reference guides) to ensure consistency of service delivery and build staff confidence.

Skills: Other:

- Active listening
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpersonal skills
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial skills
- Networking
- Organization
- Organizational development and design
- Planning
- Problem identification and resolution
- Project management
- Research
- Scheduling
- Staff development
- Statistical analysis
- Teaching/training

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax

Personal computer
Photocopier

Supervises: Level:

Supervises employees and/or student workers.

Supervises: Nature of Work:

Professional/Paraprofessional

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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