UNIVERSITY OF SOUTHERN CALIFORNIA

HR Service Center Manager

Job Code: 113318

Grade: 00
OT Eligible: No
Comp Approval: 4/7/2015

JOB SUMMARY:

Has responsibility for managing the HR Service Center (HRSC) daily operations and administrative functions to include planning, scheduling, delivery of services, supervision of human resources generalists, participation in policy/procedure development and implementation, and quality assurance reviews. Serves as a central point of contact regarding routine employment matters; triaging requests and managing cases referred or escalated to central HR centers of expertise for resolution. Provides strategic and operational leadership and support to the HRSC that is accountable for ensuring all employees, managers, administrators, supervisors and human resources team inquiries are accurately addressed in a professional and timely manner. Ensures that changing human resources service needs are addressed in the most responsive and efficient manner possible to ensure exceptional service is provided to university community. May serve as an HR Partner for schools/divisions who do not have a dedicated HR Partner, when an HR Partner is on leave, or periods during which an HR Partner position is temporarily vacant. Serves as a subject matter expert and key resource in procedural applications of customer facing/internal human resource operations.

JOB ACCOUNTABILITIES:

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<th>E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<td>Manages the HR Service Center daily operations and administrative functions to include planning, scheduling, delivery of services, and supervision of human resources generalists. Ensures that all employees, managers, administrators, supervisors and human resources team inquiries are accurately addressed in a professional and timely manner.</td>
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<td>Contributes to short and long-range strategic planning efforts. Assists in developing goals and objectives and action plans for implementing same.</td>
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<td>Manages human resources generalists in the HRSC. Proposes staffing needs based on short and long-term plans and goals. Makes hiring, promotional and salary decisions in accordance with university policy. Provides performance appraisals for staff and determines need for counseling and disciplinary action. Makes recommendations for staff training and professional development.</td>
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<td>Provides strategic and operational leadership and support to the human resources generalist staff. Sets priorities and timelines, and monitors the work of the human resources generalists, as needed.</td>
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<td>Manages the HRSC delivery of services. Establishes performance levels and service standards to ensure productivity meets or exceeds service and quality standards. Communicates priorities and performance standards. Reviews and assesses operations and services for effectiveness and efficiency. Recommends changes as needed to improve delivery of services.</td>
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<td>Participates in development of policies and procedures for the HRSC. Manages the dissemination, interpretation and application of policies and procedures.</td>
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<td>Field inquiries and requests from faculty, staff and student workers for assistance with routine Tier 1 employment matter, including but not limited to interpretation of</td>
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university employment policies and procedures, and recommending best practices; responsible for evaluating and analyzing inquiries/transactions and determining the appropriate resolution/escalation; assisting employees with self-service transactions in Workday or other HRIS (e.g., benefits, leave, demographic changes, pay stub inquiries); and providing mass transaction processing support.

Provides support, as requested, to assist managers with routine employment matters, including preparation of offer letters, disciplinary procedures and official written warnings, performance development plans; preparation of reorganization plans, termination requests; employee relations and dispute resolution; compensation administration, including recommending appropriate new hire salaries/wages and preparing justification requests for market adjustments, reclassification and internal promotions.

Develops and maintains case management analytics to assess compliance with service level agreements and propose and implement improvement plans. Documents all inquiries, referrals, escalation and resolution using a case management system. Uses available reporting capabilities and analytics to drive service improvement.

Provides HR Partner services to schools/departments upon request and consistent with specified service level agreements.

Recommends or makes budgetary and resource allocations. Provides financial status reports, as needed.

Develops and maintains HRSC's desk procedures and training documentation.

Maintains knowledge of, interprets and provides advice on university employment policies and procedures, benefit plans and recommends best practices. Escalates requests for exceptions to appropriate central HR centers of expertise and/or administrators; serves as the employee's primary point of contact managing cases to resolution.

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:**

4 years

**Minimum Field of Expertise:**

Directly related experience as a human resources generalist. Working knowledge of principles and practices of human resources regulatory requirements and best practices.
Knowledge of human resources workforce planning, recruitment, hiring, performance management, compensation administration, benefits, training and development, disciplinary actions, employee relations, affirmative action, disability, workers compensation, organizational development, human resources information systems and HR data analytics. Knowledge of relevant federal, state and local laws and regulations. Ability to thrive in a fast paced environment and handle multiple tasks simultaneously. Demonstrated effective oral and written communications, excellent management, analytical, time management, organizational and interpersonal customer service skills. Demonstrated ability to build positive professional relationships.

Preferred Education:
Bachelor’s degree

Preferred Field of Expertise:
One or more of the following certifications: PHR, SPHR, SHRM-CP, SHRM-SCP.

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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