UNIVERSITY OF SOUTHERN CALIFORNIA
Director of Business Intelligence USC Care
Job Code: 133255

Grade: L
OT Eligible: No
Comp Approval: 5/22/2007

JOB SUMMARY:
Develops and directs the resources of the USC Care Business Intelligence team in a manner that facilitates alignment between the strategic business initiatives of USC Care and the operational performance of the business units that implement them. Institutes the best practices related to the design and maintenance of a business intelligence strategy and online system that monitors the key performance indicators that assess the financial, patient/customer satisfaction, operational, and resource development perspectives of USC Care. Collaborates with and serves as a consultant to clinical and operational leaders in the development of business process changes, enhancements and actions that will achieve the strategic goals of USC Care. Recommends operational changes that will achieve, maintain or exceed the enterprise’s goals. Reports directly to President and CEO of USC Care.

JOB ACCOUNTABILITIES:

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Establishes and maintains a team of qualified professionals skilled in the development and administration of a data warehouse based business intelligence system capable of monitoring and analyzing the business performance of a diverse academic healthcare enterprise.

Works closely with the executive management team and departmental administrators to identify the key performance indicators that reflect the alignment of business processes and strategic goals appropriate to each area of the enterprise.

Oversees the extraction, transformation and consolidation of data from all relevant USC Care transactional processing systems into a standardized relational database that will function as the primary data source of a business intelligence system.

Directs the development of multidimensional data structures that store aggregated data related to key performance indicators and a variety of other information essential to the decision-making processes of an academic healthcare enterprise.

Oversees implementation of an online system that displays the status of key performance indicators at relevant levels of the enterprise using a cascading balanced scorecard methodology along with supporting reports capable of drilling down to a level of detail that reveals the root causes of business performance.

Makes formal presentations, as appropriate.

Collaborates with and serves as a consultant to clinical and operational leaders in the development of business process changes, enhancements, and actions that will achieve the strategic goals of USC Care. Recommends operational changes that will achieve the enterprise’s goals.
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Directly or indirectly manages all staff assigned to the program. Determines organizational structure, reporting relationships and short and long-range staffing needs based on program goals. Reviews and approves hiring and salary actions to ensure compliance with policy. Oversees performance appraisal process for staff and counsels and disciplines as needed.

Develops and manages program budgets covering operations. Makes major budgetary and resource allocation decisions. Provides financial status reports as needed.

Facilitates a regularly scheduled Business Intelligence system user’s group consisting of a cross section of business process managers and stakeholders and members of the BI team and executive management to elicit feedback about the system’s performance, identify and verify new key performance indicators.

Supervises the development and implementation of fair and standardized processes to be used when conducting any cross-departmental distribution of assets or liabilities including bundled payments and annual malpractice insurance apportionments.

Establishes and maintains professional relationships with all areas of the Keck School of Medicine with recognition of the interdependence between USC Care’s strategic objectives and the overall mission of the Keck School of Medicine.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

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:**

- Master's Degree

**Minimum Experience:**

- 5 Years

**Minimum Field of Expertise:**
Degree in business or health-related administration with emphasis in CIS, quantitative measures, or management. Five years of supervisory experience in a decision support or business intelligence function within a large healthcare delivery enterprise. Requires at least three years upper management experience. Requires experience in the area of business administration as well as information technology. Excellent writing and communication skills especially when conveying technical material to a non-technical audience or specifying business requirements to technical staff. Requires excellent understanding of business intelligence systems and their use in business analytics and strong background in the principles of quantitative management sciences. In depth knowledge of relational and multidimensional database structures and queries within the context of a healthcare delivery environment coupled with a strong understanding of the appropriate uses of data for making sound business decisions. Proven track record of managing multidisciplinary teams consisting of members with technical backgrounds. Demonstrable skills in quantitative analysis, statistical concepts and interpersonal skills. Proven expertise using Microsoft SQL Server Analysis Services, MS Access, Excel, and SPSS or some equivalent statistical software package.

Preferred Experience:

7 Years

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial Skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Staff development
Statistical analysis
Teaching/Training

Skills: Machine:

Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopier

Supervises: Level:
- Supervises employees and student workers

Supervises: Nature of Work:
- Administrative
- Professional/Paraprofessional
- Technical

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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