UNIVERSITY OF CALIFORNIA, RIVERSIDE
INVITES APPLICATIONS FOR THE POSITION OF

SHARED SERVICES DIRECTOR,
Business & Administrative Services

About UC Riverside:
In the Heart of Inland Southern California, UC Riverside is located on nearly 1,200 acres near Box Springs Mountain in Southern California; the park-like campus provides convenient access to the vibrant and growing Inland region. The campus is a living laboratory for the exploration of issues critical to growing communities' air, water, energy, transportation, politics, the arts, history and culture. UCR gives every student the resources to explore, engage, imagine and excel.

At UC Riverside we celebrate diversity and are proud of our #8 ranking among the nation for most diverse universities (US News and World Report 2012-13). Become part of a place that fosters success for all its constituents, students, faculty, and staff, and where work/life balance and campus culture are integral to our way of life.

UCR is ranked 46th among top public universities (US News and World Report 2012-13) and is an Equal Opportunity and Affirmative Action Employer with a strong institutional commitment to the achievement of excellence and diversity among its faculty and staff.

About Business and Administrative Services:
The Business and Administrative Services (BAS) organization provides high quality business support and administrative services that are vital to ensure excellence in UCR's teaching, research, and public service; consistent with campus growth, enabling technology, and enhanced customer service. The BAS organization consists of operational and administrative campus service departments, which provide support services in the areas of accounting, payroll, human resources, employment & labor relations, information technology, risk management, architects & engineers, environmental health & safety, materiel management, facilities, transportation, and security/law enforcement.

Essential Functions:
This hands-on role leads a team charged with redesigning and implementing a shared services model for Business and Administrative Services (BAS) for the University of California at Riverside (UCR), as a component part of a large scale Finance, Human Resources (HR) and Information Technology (IT) transformation that is in progress at UCR. The Director will guide the team and direct in-unit change management strategies that moves this BAS Shared Services Center (SSC) operation to the level of excellence, customer service, and process efficiency and effectiveness that positions it as the standard for Shared Services at UCR as a whole. The BAS Shared Services Center (SSC) currently provides transactional Human Resources, Financial Services, and IT Desktop Support services for the BAS units of Architects and Engineers, Business and Financial Services, Human Resources, Physical Plant, Environmental Health and Safety, Police Department, Fleet Services, Printing and Reprographics Services, Mail Services, Logistics Services, Enterprise Risk Management; the University Library; and major campus auxiliary operations, including Transportation and Parking Services.

Initially reporting to the Chief Financial and Administrative Officer (CFAO) for BAS, the position is being recruited at a higher level which is reflective of a greater vision for Shared Services. The selected incumbent must be able to quickly demonstrate the subject matter expertise, process redesign, strategic influence, and leadership skills to broaden the service base and the customer acceptance of the shared services model. The goal for the BAS Shared Services Center is that it serve as the foundational unit for a campus-wide Business Center which will evolve over time as the menu of services offered; as well as the client-base served is expanded, and as it becomes the key BAS interface with the UCPayPath Center which is the University of California system-wide payroll processing center.

When fully developed as the UCR Business Center, the Director will report directly to the Vice Chancellor for Business and Administrative Services.

Key Responsibilities Include:
- Deliver transactional Finance, HR, and IT services including Staff Recruitment and Onboarding, Leave Administration, Payroll and Desktop Computing Support services, for the BAS and Library Organizations, with planned expansion of the client base to include other campus units, as well as a menu of services inclusive of other repeatable/transactional activities e.g., travel and business expenditure reimbursements.
- Ensure that the SSC procedures and processes are considered value-added, measurable, directly tied to campus strategic objectives and aimed at increasing administrator, student, faculty, and employee success and satisfaction.
- Create and articulate a realistic, credible and attractive vision of the future that continuously improves upon the present situation. Develop the short and long term Shared Services strategy and service delivery model and communicate action plans to continue the transition from a decentralized model into a centralized model.
- Lead the design and implementation of a roadmap to achieve operational excellence and drive continuous improvement for the in-scope business processes per the defined service level agreements and to deliver the forecasted financial benefits on-schedule and within budget.
Key Responsibilities Include Continued:

- Ensure key performance indicators are in place, lead development of metrics and service and operational level agreements for core services and activities, ensuring delivery against Finance, HR, and IT objectives.

- Devise and evaluate metrics and key performance indicators to understand underlying data, and utilize these analyses to develop and implement actionable outcomes to increase productivity.

- Build sustainable, differentiated capabilities through proven solutions, deep content expertise and focused innovation.

- Ensure the shared service organization executes on its strategic projects and serve as the single point of accountability for decision making and escalations.

- Evaluate new solutions - establish strategic team thinking to identify opportunities that address current and future service gaps and process inefficiencies. Lead development of business cases for new initiatives to support improvements.

- Develop and analyze key performance data and recommend and implement continuous process improvements. Reports results to VC BAS, AVC BAS, Shared Services Leadership Oversight Board, and other campus leaders, clients and stakeholders.

- Manage the Shared Services team and develop their capabilities to scale the SSC through rigorous objective setting, clear roles and responsibilities, frequent feedback, and cultivation of an environment of accountability.

- Champion a culture of execution, efficiency, innovation, customer service and integrity. Ensure development of operations performance and leadership skills across the function; provide all team members with career development and advancement opportunities.

- Model and actively champion the importance of knowing, supporting, and adhering to organizational policies and procedures, including confidentiality.

- Contribute to organizational performance through timely implementation of projects and personal contributions that produce the right measurable business results.

- Ensure that the SSC team achieves the optimal balance between cost, efficiency and service delivery.

- Develop SSC workforce strategy, including workforce transition, training and development, performance management and development of a strong service culture. Maintain optimal performance level of the SSC team, through goal setting, team building activities, cross functional training, employee training and development. Initial SSC staffing model supporting BAS units and the Library includes 13 FTEs; however, the staffing model will be scaled to accommodate growth in the client base, as well as the addition of new services.

- Focus on customer service and satisfaction, including regularly publishing a holistic Shared Services performance dashboard (including metrics such as cost, quality, controls and customer satisfaction) and engaging key stakeholders in quarterly performance dialogues.

- Ensure cross functional partnerships, position team to work closely with all the UCR organizational units, Finance, HR, and IT to understand and support the campus operational needs/requirements/ issues.

- Along with other campus leaders, collaborate to ensure that the capabilities, processes, and technologies in Finance, HR, and IT will enable the future growth of the campus.

- Collaborate and partner with specific key campus leaders, campus functional leaders (i.e., AVC Human Resources, AVC Financial Services, Chief Information Officer) and unit leaders (e.g., BAS AVCs, directors, managers, supervisors) to: ensure that the SSC meets or exceeds clients' expectations; deliver services that are compliant with UC and campus policies; identify and mitigate sensitive matters, risks and negative financial impacts; and to commit resources in support of the SSC e.g., facilities planning and implementation, technology infrastructure planning and implementation, funding model implementation.

- Represent BAS and/or the campus with peer institutions and other external organizations on matters related to the implementation and operations of the SSC. Monitor, develop and share industry best practices related to shared services.

- **Minimum Requirements:**
  - Bachelor's degree in Human Resource, Finance, Management, or Accounting or related field.
  - Previous experience in management roles in either Human Resources and/or Finance and with the ideal candidate having previously managed a Shared Services operation.
  - Minimum 10-15 years of human resources operational and/or financial services experience.
Minimum Requirements Continued:

- Demonstrated experience and success in streamlining business processes, strong demonstrated commitment to developing and maintaining collaborative relationships at all organizational levels and significant experience and proficiency with developing and implementing own as well as employee development goals and plans.
- Experience working in an environment that uses/leverages Service Management principles (including SLAs and OLA performance reporting, customer agreements, service governance, etc.).
- At least 10 years of experience directly managing people, including hiring, developing, motivating, and directing people as they work.
- A demonstrated broad understanding of HR systems/processes, payroll management and customer service and working knowledge of core HR processes including payroll, time & attendance systems and the overall HR life cycle from hire to retire.
- Demonstrated ability to manage multiple assignments/projects, timelines and to identify project interdependencies, resource needs, potential risks/pitfalls and mitigation plans.
- Strong team orientation and collaborative style...position requires an inclusive approach to engaging stakeholders across the campus in ways that lead to good business decisions.
- Strong track record and proven ability to analyze and interpret quantitative and qualitative data and use business and financial analytics to improve decision-making.
- Demonstrated senior level leadership and influence skills with the ability to accomplish results in an organization-wide environment with matrix relationships.

Preferred Qualifications:

- Advanced leadership competency, including demonstrated ability to manage, inspire and motivate a diverse group of stakeholders through transformative change.
- Experience in managing multi-functional shared services operations including:
  - Hire to Retire processes
  - Order to Cash processes
  - Procure to Pay processes
  - Travel and Expense Reimbursement accounting, audit and reporting activities.
- Strong project management experience in a shared services environment with demonstrated sound business acumen and financial judgment.
- Master’s degree in Business Administration, Human Resources or Finance.
- Working knowledge of continuous improvement tools and principles (Lean - Green Belt/Black Belt/Kaizen, Six Sigma training and certification in one of the areas) and Activity Based Costing methodology.
- Professional certifications as SPHR/PHR and/or PMP.
- Experience in a PeopleSoft environment is desirable.

Conditions of Employment:

This is a full-time, career position. The standard work schedule is Monday - Friday, 8:00 a.m. to 5:00 p.m. A valid driver’s license is required. Traveling and/or outside of normal business hours may be required. The budgeted annual starting salary range for this position is Commensurate with Experience. All UCR employees are required, as a condition of employment, to successfully complete a background investigation through the U.S. Dept. of Justice.

Benefits of Belonging:

We offer a comprehensive compensation and benefits package. For information about our generous employee benefits package, please visit our website http://atyourservice.ucop.edu/employees/new_employee/orientation.html.

Application Instructions:

To apply for this position, please click the HR JOBS link at the bottom of this page if you are viewing this flier on the UCR Business and Administrative Services website. You may also apply for this position by visiting our UCR Jobs website http://jobs.ucr.edu and selecting the browse jobs link. The Shared Services Director, Business & Administrative Services position number is 201503183481.

Filing Date: Open until filled.