

UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Manager

Job Code: 137527

OT Eligible: No

Comp Approval: 5/27/2016

JOB SUMMARY:

Manages other staff student advisors in a school or college program providing a variety of student counseling services covering admissions, financial aid, academic advisement, records and registration and career placement. Plans and implements program services and activities through other student services professionals. Has direct managerial and budgetary responsibility and accountability for the overall success of program(s) managed.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_____	_____	Recruits, screens, hires, trains and directly supervises subordinate staff, student workers, volunteers, and interns. Schedules and assigns work. Assesses performance and provides feedback, counseling or discipline, as needed. Terminates employees as necessary.
_____	_____	Develops and implements program goals and strategies which are integrated with the school's or college's academic and business plans. Regularly communicates with faculty, staff and administrators to facilitate attainment of program objectives. Monitors progress and adjusts plans or targets as needed. Stays informed of emerging trends in student services and looks for opportunities to address these trends in program goals.
_____	_____	Resolves problems referred by subordinates or other staff. Provides policy interpretation and technical consultation as required. Stays current in university and/or regulatory policy changes and ensures staff are informed of changes and updates.
_____	_____	Oversees the development of program policies and procedures and operational and information systems to support program efforts. Ensures that internal policies and procedures are consistent with university and regulatory requirements. Ensures procedures and systems are well documented. Develops quality control standards and measures program and staff performance using these standards.
_____	_____	Manages the storage and maintenance of student records and data and maintains detailed records of program activities. Prepares statistical analyses and reports of program results for use by dean or other administrators in strategic planning and decision-making. Participates in and/or plans and conducts surveys to gather information related to program activities.
_____	_____	Plans and administers budget(s). Provides projections for use in developing budget(s). Identifies grant or other funding opportunities and develops proposals.
_____	_____	Plans and administers communications programs to publicize student services. Develops communications messages and monitors the development of written materials and staff presentation guides to ensure consistency in the delivery of information. Plans outreach strategies to make students and other constituencies aware of services.

_____ _____ Interacts with other university departments and with external organizations as required to coordinate and negotiate services. Maintains a leadership role on departmental and university committees to stay well-informed on issues impacting student services and to ensure that programs are well-represented. Serves as primary resource for information regarding programs managed.

_____ _____ Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or unit, as assigned or appropriate.

_____ _____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

5 years

Minimum Field of Expertise:

Supervisory experience in student programs and services

Preferred Education:

Master's degree

Preferred Experience:

7 years

Skills: Other:

- Analysis
- Assessment/evaluation

- Budget control
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Creative writing and editing
- Curriculum development
- Development/fundraising
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial skills
- Marketing
- Negotiation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public relations
- Public speaking/presentations
- Research
- Scheduling
- Staff development
- Statistical analysis
- Teaching/training

Skills: Machine/Equipment:

- Computer network (department or school)
- Computer network (university)
- Personal computer

Supervises: Level:

Supervises employees and/or student workers.

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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