

# UNIVERSITY OF SOUTHERN CALIFORNIA

## Student Programs Manager

Job Code: 137623

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Grade:	K
OT Eligible:	No
Comp Approval:	2/6/2012

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### JOB SUMMARY:

Manages a student program designed to deliver student services aimed at enhancing the quality of student life. Works in a student center or program such as orientation, residential life, intramurals, international student services, student conduct, student government, testing bureau, etc. This position is not to be used for staff performing student services functions such as admissions, recruitment, financial aid, academic counseling, records and registration, graduation clearance, etc

### JOB ACCOUNTABILITIES:

<u>*E/M/NA</u>	<u>% TIME</u>	
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_____	_____	Manages a student program designed to deliver services aimed at enhancing the quality of student life. Plans, develops or modifies, implements, communicates and evaluates program services and operations.
_____	_____	Manages staff, student workers, volunteers and graduate assistants. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.
_____	_____	Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.
_____	_____	Identifies and recommends opportunities for staff training, professional growth and development.
_____	_____	Sets goals and objectives for assigned program and measures performance against objectives. Recommends changes or enhancements to existing programs based on continuous feedback and evaluation.
_____	_____	Develops and administers program budget(s). Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning.
_____	_____	Performs internal and external liaison and public relations to promote student programs and services. Develops communications plans to publicize program services. Interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program.
_____	_____	Researches and identifies external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provide operating and status reports as needed.
_____	_____	Coordinates the design and delivery of programs and program services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.
_____	_____	Identifies student training needs. Designs and develops workshops, seminars and other educational services. Oversees the delivery of training and assesses the effectiveness. Makes modifications as appropriate.

- \_\_\_\_\_ Participates in division short and long-range planning, policy formation and strategic decision-making. Ensures program goals and objectives are consistent with other divisional programs and services.
  - \_\_\_\_\_ Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.
  - \_\_\_\_\_ 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
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

3 years

**Minimum Field of Expertise:**

Student personnel administration with supervisory experience

**Preferred Education:**

Doctorate

**Preferred Experience:**

5 years

**Preferred Field of Expertise:**

Ph.D. in student personnel administration, education, counseling or related field

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Budget control

Budget development  
Coaching  
Communication -- written and oral skills  
Conceptualization and design  
Conflict resolution  
Counseling  
Creative writing and editing  
Curriculum development  
Customer service  
Development/fundraising  
Human resource process and employment knowledge  
Interpretation of policies/analyses/trends/etc.  
Interviewing  
Knowledge of applicable laws/policies/principles/etc.  
Managerial skills  
Marketing  
Mediation  
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:**

Calculator  
Computer network (department or school)  
Computer network (university)  
Computer peripheral equipment  
Fax  
Personal computer  
Photocopier

**Supervises: Level:**

Manages through subordinate supervisors.

**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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