



JOB INFORMATION

Job Code:	133121
Job Title:	Academic Program Specialist
FLSA Status:	Non-Exempt
Supervisory:	May oversee student and/or temporary workers.
Job Family:	Program Management
Job Family Group:	Administration
Management Level:	7 Individual Contributor

JOB SUMMARY

Plans and implements academic program services and activities. Provides administrative and/or operational support to team members and/or managers responsible for program development and performance to ensure overall success.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in higher education and/or customer service. Excellent interpersonal, oral, and written communication skills for interacting with both domestic and international stakeholders.
X		Demonstrated attention to detail. Proven ability to plan, implement, and coordinate program logistics
X		Demonstrated database/data entry experience.
X		Proven project management and problem solving skills, able to handle multiple timelines, changing priorities, and fluctuating workloads

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Three years' experience higher education and/or customer service.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Plans and implements academic program services and activities (e.g., scheduling, meetings, curriculum development). Researches academic programs and/or classes, and provides guidance and modifications. Participates in program marketing and/or recruiting campaigns. Performs administrative functions related to accreditation and program review, as required.				
Coordinates distribution of academic program materials (e.g., newsletters, class notifications). Drafts and/or generates complex communication items (e.g., reports, conference and seminar materials). Coordinates production (e.g., formatting, copying) and dissemination of documents (e.g., presentations, course handouts, grant proposals).				
Collects data and conducts analyses on academic program performance. Evaluates program content and service effectiveness, and reports results.				
Contributes to the budget development, processing and monitoring complex financial transactions and researching and resolving discrepancies.				
Provides customer service, and performs administrative and clerical tasks and duties as needed to ensure programs are supported. Acts as point of contact for academic programs, and responds or coordinates responses to information requests.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job

description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.