



## Community Expectations Coordinator, Office of Community Expectations Job Description

### JOB INFORMATION

<i>Job Code:</i>	137640
<i>Job Title:</i>	Community Expectations Coordinator, Office of Community Expectations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Student Programs
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Investigates, processes and resolves reported incidents of conduct of a non-academic nature by students in violation of university policy. Promotes and ensures accountability to and understanding of university practices and policies through intervention and disciplinary action and serves as a primary point of contact for student, faculty, staff, and external parties and witnesses.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	
	X	Master'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience in student support services.
X		Demonstrated interpersonal, critical thinking and communication skills.
X		Demonstrated analytical and/or problem solving capabilities.
X		Ability to deal objectively and tactfully with sensitive, confidential information.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to conduct interviews and investigations.
X		Ability to present ideas clearly and effectively, both orally and in writing.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Meets with students through informal and formal processes to discuss reported incidents of alleged non-academic misconduct. Conducts investigations, when necessary, as outlined in the university's student handbook and other university policies. Determines and processes investigative plan and timeline. Identifies and interviews faculty, respondents, and witnesses, and serves as the primary case processor and point of contact for all interested parties. Gathers, reviews, and analyzes information/ evidence as outlined in the student handbook and other university policies.				
For formal resolutions, convenes and conducts hearings with student respondents and advisors to inspect and review all information/evidence and allegations brought against respondents. Conducts further investigation as appropriate. Weighs information/evidence from various sources, determines credibility, makes a determination of responsibility when supported by the information/evidence, and proactively identifies conduct or academic work violating the student handbook, the course syllabus and other university policies.				
Prepares and maintains necessary reports based on investigative determinations, documenting the chronology and content of the investigation and information/evidentiary review process. Resolves cases, renders findings of responsibility when supported by the information/evidence and determines violations of policy. Determines outcomes as appropriate that support the mission, values, health, safety and wellbeing of the university community and the mission of the office. Ensures students complete assigned outcomes. Provides information as needed to the appeals coordinator.				
Communicates and provides information about the disciplinary review process. Provides guidance and support resources to students involved in the investigation and disciplinary review process. Tracks case developments, completion and follow-up including outcome compliance. Identifies trends in student academic integrity incidents in various campus communities for education and outreach.				
Provides consultation when appropriate to faculty and other members of the university community regarding academic integrity expectations and the conduct review process. Provides training to individuals or groups relevant to policies governing academic integrity and other university guidelines as appropriate. Develops, plans, and presents student, parent, and faculty/staff educational programs. Assists in preparation or updates of publications. Provides training and guidance to graduate and undergraduate workers.				
Collaborates and coordinates with campus partners, faculty, and staff as appropriate to mitigate threat and increase student support. Addresses and responds to student behavioral problems and mental health concerns. Guide students in examining their decision-making process within the context of their health, safety and wellbeing, and adjustment to campus life. Educates students about community expectations related to academic integrity standards at USC. Guides students in identifying problems, resources, and developing strategies to best address issues that pose challenges to students' personal and educational success; helps students refining conflict resolution and decision-making skills; refers students to appropriate resources to address issues of concern.				
Maintains compliance with federal and state laws regarding privacy. Maintains compliance with university policy and legal mandates regarding fair process and student procedural rights. Maintains statistical data, department and student records, documentation of procedural compliance, communication, and case management.				
Assists with hearing panel recruitment and training and website updates and communications; works with various student populations on the campus, as assigned.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Engages proactively in the university community in outreach, prevention and education efforts related to academic integrity expectations.				
Participates in campus activities, events, and celebrations to enhance office visibility (e.g., new student orientation, move-in, Homecoming, Commencement, etc.).				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## 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.