



USC University of
Southern California

Community Outreach Manager Job Description

JOB INFORMATION

Job Code:	129002
Job Title:	Community Outreach Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Public Communications
Job Family Group:	Marketing and Events
Management Level:	5 Manager

JOB SUMMARY

Oversees community outreach program operations and administrative functions. Manages organizational day-to-day activities and services, and contributes to short- and long-term program strategy. Manages team members, and is responsible for staff and team development.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

Additional Education

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

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	

Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience leading community outreach initiatives.
X		Proven management experience and demonstrated leadership ability.
X		Excellent written and oral communications skills.
X		Ability to exercise independent judgement and make high-level decisions.
	X	Experience successfully managing community outreach programs, building and maintaining lasting, favorable relationships with constituents and agency members.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	An understanding and appreciation of the cultural vibrancy and historical significance of local communities in Los Angeles and Southern California.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Creates and plans programs to engage and support constituent communities and employees. Develops marketing strategies to promote community involvement and program awareness.				
Develops and administers program operational and administrative policies and procedures. Oversees day-to-day staff performance and ensures compliance with relevant rules and regulations.				
Administers budgets and determines resource allocations for assigned programs. Identifies funding sources for program expansion. Provides comprehensive financial status reports as requested.				
Works with local business community members and any relevant external agencies to develop and implement viable improvement strategies.				
Manages program volunteers, specialists, and/or teams. Makes staff hiring, firing, and status-change decisions as required.				

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/			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.