



**USC** University of  
Southern California

## Director, Career Services Job Description

### JOB INFORMATION

|                          |  |
|--------------------------|--|
| <i>Job Code:</i>         | 137713                                   |
| <i>Job Title:</i>        | Director, Career Services                |
| <i>FLSA Status:</i>      | Exempt                                   |
| <i>Supervisory:</i>      | Manages through subordinate supervisors. |
| <i>Job Family:</i>       | Career Services                          |
| <i>Job Family Group:</i> | Academic Advising and Career Counseling  |
| <i>Management Level:</i> | 4 Administrator                          |

### JOB SUMMARY

Directs career services operations, delivering a suite of resources to promote and enhance career advising and planning. Develops and oversees the implementation of marketing strategies for the department. Manages budget. Oversees and expands existing relationships with employer recruiters and representatives. Partners with staff to deliver integrated career services throughout the student lifecycle. Oversees and participates in the planning and delivery of large-scale recruiting events and regularly scheduled student workshops and seminars.

### JOB QUALIFICATIONS:

#### Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i>     | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X          |             | Bachelor'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          |             | 10 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          |             | Bachelor's degree in counseling, higher education, human resources, or related fields. Ten or more years' experience in corporate and/or higher education institutions, with supervisory/managerial experience. Excellent leadership and guidance skills, with demonstrated ability to manage, balance, and prioritize different tasks and projects. In- depth knowledge of federal immigration regulations, interpreting and providing guidance as to their |

## Knowledge, Skills and Abilities

| Req | Pref | Functional Skills   |
|-----|------|---|
|     |      | pertinence to international students. Advanced knowledge of employer recruiting strategies, job market trends, and occupational, career, and employment information sources. Mastery of Microsoft Office and Adobe Creative Suite software. Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management. Demonstrated experience managing multi- platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations. Superior level of professionalism, exceptional attention to detail, and exemplary communication (oral and written), presentation, and public-speaking skills. Proven business savvy, interpersonal skills, and ability to deliver quality services, and passion as it relates to impact on outcomes. Demonstrated experience interacting with diverse groups, exercising diplomacy, good judgment, and discretion.   |
|     | X    | Master's degree in business administration, counseling, higher education, human resources, or related field. Superior leadership and guidance skills, with proven ability to manage, balance, and prioritize different tasks and projects. Demonstrated experience in career services, human resources, recruiting, or related field, working with high-potential, mid-career managers focused on supporting individual career development goal setting. In- depth knowledge of California and multi-state employment law. Experience working with international students, faculty, and staff in higher education, and familiarity with academic medical center environments. Demonstrated ability to adapt in rapidly changing environments. Comprehensive understanding of business and business-related careers. Knowledge and understanding of employment issues affecting various groups (e.g., gender wage gaps, LGBTQIA discrimination, ageism). Fluency in Spanish, American Sign Language (ASL) and multiple other languages in addition to English. Experience working with government agencies concerning immigration. |

## Other Job Factors

### JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Oversees and participates in the delivery of integrated student services (e.g., scholarship interviews, student orientation) to promote career planning and attain internships and employment for students. Coordinates career services operations and programming with admissions and advising offices and other relevant university stakeholders. Manages varied student and employer assessments, measures service effectiveness and quality, and advises senior management regarding career services matters.   |        |           |          |     |
| Fully accountable for assigned staff, conducting performance reviews, providing feedback and direction, and recommending wage/salary actions as warranted. Counsels, disciplines and recommends appropriate performance management actions. Works with internal/external teams to manage the design, compilation, distribution and presentation of graduating senior-placement survey data. Oversees the acquisition and use of appropriate data management systems. Plans, develops and manages office operations budget(s).   |        |           |          |     |
| Oversees and expands relationships with business recruiters and representatives, generating new partnerships within targeted industries and job functions for on- and off-campus student outreach and recruitment. Hosts visiting recruiters and representatives from companies, firms, and organizations, and holds debriefing meetings to strengthen communications between all parties. Cultivates business and community relationships to develop and sustain partnerships for local, regional, national and international job and internship opportunities. Maintains currency with career hiring and employment trends in various industries and job markets. |        |           |          |     |
| Sets department goals, objectives, and priorities, and develops strategies, processes, and programs. Identifies alumni networking opportunities to maintain or improve participation, broaden the school's employer base, and augment students' career development and recruitment. Oversees and participates in the preparation and production of department communications (e.g., newsletters, handbooks), and the management of digital/social media (e.g., website, LinkedIn, Facebook). Represents career services at student and faculty meetings, business and non- profit receptions, and relevant professional organization meetings/conferences.          |        |           |          |     |
| Oversees and participates in the planning and execution of large-scale recruiting events (e.g., fall and spring receptions) and regularly scheduled student workshops and seminars (e.g., resume editing, interview techniques), providing pertinent resources throughout the undergraduate lifecycle. Determines career-counseling needs and develops action plans for both individual students and  |        |           |          |     |

## JOB ACCOUNTABILITIES

|   | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| groups. Serves as an advisor to career-oriented student groups and collaborates with niche/relevant student organizations regarding employer contacts benefiting their demographics.                  |               |                  |                 |            |
| 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:<br><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> |  |                   |  |

## 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.