



**USC** University of  
Southern California

## Faculty Administrator Job Description

### JOB INFORMATION

<i>Job Code:</i>	139070
<i>Job Title:</i>	Faculty Administrator
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads employees performing similar work on a project basis.
<i>Job Family:</i>	Support Services
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Provides oversight, direction, and support of faculty in online programs. Serves as faculty resource for the administration and continual development of policy definitions and procedures. Manages the delivery of courses, materials, and services, including orientation, syllabi, communication priorities, and performance standards for a school or department's current and prospective faculty. Provides instructional guidance and strategic pedagogical support for live synchronous sessions. Responsible for preparing and supporting faculty in delivery of instructional materials. Partners and collaborates with human resources and other faculty support staff to plan school- and/or department-wide projects, events, and activities.

### 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.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		3 years	training, coaching, mentoring, and/or supporting faculty.	
	X	5 years	teaching online courses and/or providing support to faculty in online learning environments.	

#### Additional Work Experience

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience managing multiple projects, balancing and adjusting priorities in fast-paced, rapidly changing environments.
X		Proven ability to learn and adapt quickly to changes, flexibly adjusting to changing priorities.
X		Experience reporting to multiple supervisors, accommodating various, broad work styles, and positively receiving feedback.
X		Demonstrated analytical, critical-thinking, and problem-solving skills.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements Deft ability to gather, analyze, evaluate and assess large amounts of physical and digital data.
X		Excellent interpersonal, diplomatic, oral and written communication skills.
X		Ability to guide and counsel diverse, high-performing teams, fostering an environment of trust, collaboration, transparency, and accountability.
X		Proficiency with Microsoft Office.
	X	Demonstrated experience with office management communication software/tools (e.g., Google suite, Slack, Skype).
	X	Experience with learning management systems (e.g., Blackboard, Canvas, Moodle, etc.).

## Other Job Factors

- May require working evenings and/or weekends, based on business necessity.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides oversight, direction, and support for graduate degree-program faculty. Plans and coordinates faculty efforts for online course delivery, and creates and manages mandatory faculty training processes. Manages delivery of services and performance standards for current and prospective faculty, ensuring students are able to meet program objectives. Serves as principal contact for technical service and support, and responds to external inquiries.				
Serves as faculty resource for the administration and continual development of policy definitions and procedures. Administers faculty support services and operations, identifying best practices, trends, and needs to operate effectively. Enhances program procedures and operations, modifies existing services, and creates and pushes new offerings forward, all in search of ways to better leverage faculty time. Conceptualizes, develops, and disseminates content and informational materials for various professional and/or graduate programs. May oversee social media and website content.				
Provides instructional guidance and strategic, pedagogical support for live synchronous sessions. Assists the implementation of synchronous and asynchronous course delivery to identify best practices, trends, and needs for effective session formats, discussion boards, and grading guidelines. Facilitates access to course materials as needed (e.g., provisioning books, maintaining online content) to support the instruction of assigned courses.				
Manages delivery of courses, materials, and services (e.g., orientation, syllabi, communication priorities, performance standards) for a school or department's current and prospective faculty. Develops and conducts program-focused training (e.g., faculty onboarding), and assesses faculty readiness and proficiency through live classroom sessions, course development, and deployment.				
Assists with the development, management, and maintenance of faculty databases and scheduling systems for office efficiency. Develops and advises faculty and office staff regarding documentation and file management, tracking, and reporting for recruitment, screenings, scheduling, evaluation, and more.				
Responsible for preparing and supporting faculty delivery and design of instructional materials, partnering and collaborating with human resources and other support staff to plan school- and/or department-wide projects, events, and activities. Coordinates teaching demonstrations, guest lectures, and committee meetings, facilitating appropriate reminders and documentation. Reserves rooms and creates materials (e.g., rosters, sign-in sheets, flashcards, tent cards, seating charts) as requested for faculty events and/or seminars.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Stays up-to-date with university IT policies and procedures. Reviews and performs quality assessments, and prepares reports on various teaching and faculty related data and trends. Updates management and recommends changes, as needed.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.