



**USC** University of  
Southern California

## Manager, Career Services Job Description

### JOB INFORMATION

Job Code:	137711
Job Title:	Manager, Career Services
FLSA Status:	Exempt
Supervisory:	May supervise student, temporary and/or resource workers.
Job Family:	Career Services
Job Family Group:	Academic Advising and Career Counseling
Management Level:	5 Manager

### JOB SUMMARY

May supervise and provide daily guidance, direction and leadership to a team of career services advisors. Leads the creation and implementation of resources, services, tools, and programming to meet the career-counseling needs of students and alumni. Advises students with appropriate career-planning and management strategies and job search skills. Serves as subject matter expert for specific job functions and industries. Partners with student groups and academic programs/offices to advance, coordinate and implement career services programs and activities.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		6 years	
	X	9 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		Bachelor's degree in counseling, higher education, human resources, or related field. Six years' counseling and/or human resources experience in a corporate or higher education environment. Leadership and guidance skills, with

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
		the proven ability to manage, balance and prioritize different tasks and projects. In-depth knowledge of federal immigration regulations, interpreting and providing guidance as to their pertinence to international students. Advanced knowledge of employer recruiting strategies, job market trends, and occupational, career, and employment information sources. Superior level of professionalism, exceptional attention to detail, and exemplary written and oral communication, 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. Working 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. In-depth knowledge 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. Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management. Mastery of Microsoft Office and Adobe Creative Suite software. Demonstrated experience managing multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides leadership in assessing student career readiness. Advises students and alumni, one-on-one and in small and large groups, with appropriate career-management strategies and job search skills. Assists with career development plans matching student interests, current marketplace hiring trends, and demands.				
Sources, evaluates, recruits, interviews, and recommends advisors and professional staff. Orients new hires into program. Oversees advisors' deployment, training and support. Supervises and provides daily guidance, direction, and leadership to a team of career services advisors. Conducts performance evaluations of assigned staff. Designs agendas and initiates and facilitates staff meetings. Responsible for performance management of direct reports.				
Serves as subject matter expert for specific job functions and industries, leveraging personal, corporate and industry experience. Collaborates with other managers to implement programs supporting networking and outreach events and activities. Maintains currency with career, hiring, and employment trends in various industries and job markets.				
Assists leadership in maximizing career services' quality and visibility to students and employers. Collaborates with senior staff to support organizational mission and strategic change, performing benchmarking and research for best practices. Represents career services at student and faculty meetings, business and non-profit receptions, and relevant professional organization meetings/conferences.				
Leads the creation and implementation of resources, services, tools, and programming to meet the career-counseling needs of students/alumni for competitive, changing job markets and environments. Partners with student groups and academic programs/offices to advance, coordinate, and implement programs and activities.				
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

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		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,

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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>			

## 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.