



USC University of
Southern California

Manager, Faculty Support Job Description

JOB INFORMATION

<i>Job Code:</i>	139047
<i>Job Title:</i>	Manager, Faculty Support
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Faculty Services
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Manages the delivery of courses, materials and services for a school or department's current and prospective faculty. Develops school and/or program operations, services, policies and procedures. May manage faculty support staff and oversees partnerships with course instructors and relevant stakeholders.

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	in related field(s)

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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	assisting university faculty
	X	7 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience managing course materials and schedules.
X		Ability to collaborate with a wide variety of internal and external stakeholders.
X		Excellent written and oral communication skills.
	X	Leadership experience in an academic environment.
	X	Familiarity with the university's policies and procedures.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages delivery of courses, materials, and services (e.g., syllabi) for a school or department's current and prospective faculty/instructors. Develops strategies to streamline processes and recommends new technologies to improve faculty support services. May manage faculty support staff and oversees partnerships with course instructors and relevant stakeholders.				
Develops school and/or program operations, services, policies and procedures. Manages the creation and dissemination of informational materials, delivering content via multiple platforms. Conducts and/or coordinates reviews programs and courses, and recommends changes to meet student needs.				
Manages documentation, quality assessments and reports on various faculty related data and trends. Develops and maintains databases and calendars, coordinating with and supporting faculty committees. Stays up-to-date with university and governmental IT policies and procedures.				
Collaborates with academic staff in the design and maintenance of operations (e.g., course scheduling). Manages teaching demonstrations, guest lectures, committee meetings, and all relevant communications and documentation.				
Develops and organizes specialized training (e.g., onboarding). Assesses faculty readiness and proficiency through live classroom sessions, course development, and deployment. Manages access to course materials (e.g., provisioning books) to support instruction of assigned courses.				
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: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			

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.