



Manager, Specialized Service Student Programs Job Description

JOB INFORMATION

Job Code:	138137
Job Title:	Manager, Specialized Service Student Programs
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	5 Manager

JOB SUMMARY

Manages a program's specialized services and resources aimed at promoting academic and personal success for specific populations (e.g., veterans, students with disabilities). Requires specialized knowledge of unique community needs to provide equal opportunities and access to the university experience. Coordinates programming aimed at enhancing life on university campuses and their surrounding/relevant communities.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Master'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	of directly related professional experience in program specialization.
	X	7 years	of experience in an institution of higher education.
	X	5 years	of progressively more responsible management experience.

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		Excellent verbal communication skills and writing skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to analyze information and problem-solve.
X		Demonstrable program administration experience.
X		Ability to develop and maintain budgets.
X		Flexibility and adaptability to changing priorities.
X		Strong project management experience.
X		Proficient technology skills.
X		Demonstrated experience interacting with diverse groups, exercising diplomacy, good judgment and discretion.
	X	Familiarity with local community.
	X	Fluency in one or more language in addition to English (e.g., Spanish, Korean).
	X	Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management.
	X	Proficient with Microsoft Office and or Adobe Creative software.
	X	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
Manages specialized services, strategies and operations for programs aimed at promoting academic and personal success for specific populations (e.g., veterans, students with disabilities). Assesses the unique needs of targeted students, groups, and/or communities, and recommends appropriate programs and services that enhance the quality of student life. Oversees the planning, communication, evaluation and implementation of activities and events. Supports divisional short- and long-range planning, policy formation, and decision making for the. Sets goals for assigned program and measures performance against objectives.				
Recruits, hires, trains and manages program staff. Schedules and assigns work, assessing performance and providing feedback. Counsels or disciplines, as needed. Identifies and recommends opportunities for staff training, professional growth, and development. Oversees the delivery of program-based training (e.g., risk management) and assesses effectiveness, modifying as appropriate.				
Coordinates programming aimed at enhancing student life on university campuses and in surrounding communities with university partners and relevant stakeholders. Develops internal/external public relations initiatives to promote specialized programs and services (e.g., technology accessibility workshops). Establishes and maintains ongoing communications to ensure integrated efforts.				
Provides policy interpretation (e.g., disciplinary procedures) and reviews and decides exception requests as deemed appropriate. Resolves complex issues referred by others and provides technical guidance, as required. Maintains professional currency through active participation and leadership in internal/external associations and committees.				
Develops and administers program budgets. Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning (e.g., catering). Researches and identifies external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provide operating and status reports as needed.				
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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects

Other Requirements

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