



USC University of
Southern California

Manager, Teaching Center Job Description

JOB INFORMATION

<i>Job Code:</i>	140010
<i>Job Title:</i>	Manager, Teaching Center
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages employees (varied levels) across departments on a project basis.
<i>Job Family:</i>	Instructional Systems Design
<i>Job Family Group:</i>	Instructional Design 1
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Manages the day-to-day administration of teaching center operations, programs, and activities. Supervises, trains, and develops teaching center staff and specialists, and manages the development and implementation of teaching center resources, programs, and initiatives that inform best-practices in course instruction, design, and delivery. Researches and identifies trends in emerging educational technology and provides evidence-based recommendations for teaching center utilization and enhancement. Stays informed of developments in field and serves as a key resource for teaching center information.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	
	X	Doctorate	

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		7 years	
	X	10 years	

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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Five years of experience managing learning programs for adults.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated experience in management and leadership roles and building and maintaining relationships with stakeholders.
X		Outstanding interpersonal, oral, and written communication skills, with exemplary attention to detail.
X		Experience in higher education and customer service.
X		Proven ability to plan, implement, and coordinate program logistics.
X		Proven project management and problem-solving skills, able to handle multiple timelines, changing priorities, and fluctuating workloads.
	X	Experience designing and/or delivering pedagogically-based faculty development training for individuals and groups on program and course design and instructional practices, specifically in higher education environment.
	X	Experience as a faculty member (part-time or full-time) in the higher education environment.
	X	Formal training in instructional design.
	X	Expertise in inclusive course design and instructional practices.
	X	Competency with LMSs (e.g., Blackboard and Canvas), and video conferencing (e.g., Zoom).
	X	Competency in creating video-based and written pedagogical guidance resources.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages the day-to-day administration of university teaching center operations, programs, and activities for one or more disciplines. Manages the delivery of services to targeted program participants or beneficiaries. Coordinates and supervises daily activities and sets priorities to ensure tasks are completed; ensures program priorities and performance standards are communicated and met.				
Supervises, trains, and develops teaching center staff and specialists as assigned. Manages and communicates ongoing changes in tasks, goals, or performance. Supports hiring, promotional, and salary decisions in accordance with university policy. Provides performance appraisals for staff and determines need for disciplinary action. Coordinates faculty recruitment and involvement as required.				
Manages the development and implementation of teaching center resources, programs, and initiatives that inform best-practices in course instruction, design, and delivery. Plans and conducts quality assurance reviews and recommends changes as well as new program offerings to maintain or enhance program standing as appropriate. Contributes to design of program content, policies, and strategic planning efforts in alignment with university-wide teaching initiatives and large-scale faculty development programs.				
Serves as a pedagogical specialist for faculty and staff as required, providing modeling, demonstrations, training, consulting, and basic support for the use of the university-supported learning management systems, video conferencing platforms, and other university-supported e-learning tools. Analyzes academic programs, courses, and stakeholder input to inform recommendations and				
Researches and identifies trends in emerging educational technology and provides evidence-based recommendations for teaching center utilization and enhancement. Serves as a key resource for teaching center information. Addresses program- related questions and resolves problems. Participates in professional conferences and provides marketing and public relations support for the teaching center as required. 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		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: 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/			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.