



**USC** University of  
Southern California

## Program Manager Job Description

### JOB INFORMATION

Job Code:	133015
Job Title:	Program Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Program Management
Job Family Group:	Administration
Management Level:	5 Manager

### JOB SUMMARY

Manages an academic, research, clinical or administrative program of the University. (Or manages a major component of a very large University program.) Typically reports to a faculty director or senior staff director also charged with program management responsibility. Directly supervises or manages program operations and administrative functions to include planning and scheduling, program evaluation, policy implementation, personnel administration, budget, marketing, fundraising and proposal development. Contributes to design of program content, policies and strategic planning efforts.

### 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.**

X Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

#### Additional Work Experience

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

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly related professional and supervisory experience in area of program specialization.
	X	Special education, licensing or certification requirements may exist based on program content.

#### Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Plans and develops program objectives and content. Researches and identifies trends and needs and establishes program directions accordingly. Assesses quality of program operations. Modifies existing program services or creates new program offerings to maintain or enhance program standing. Develops curricula and course materials and coordinates faculty recruitment and involvement. Links program with other relevant departments on or off campus as necessary.				
Develops and recommends program operating and administrative policies. Manages the dissemination, interpretation and application of program policies and recommends approval of exceptions.				
Manages the delivery of services to targeted program participants or beneficiaries. Sets and communicates program priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and maintains automated or manual systems and procedures to facilitate program operations.				
Manages staff assigned to program. Recommends organizational structure, reporting relationships and staffing needs based on program goals. Makes hiring, promotional and salary decisions in accordance with university policy. Provides performance appraisals for staff and determines need for disciplinary action.				
Develops and manages program budgets and recommends or makes budgetary and resource allocations. Provides financial status reports as requested.				
Identifies fundraising and development opportunities. Seeks funds for program operations from private and public sources. Writes grants to fund program or works with faculty, researchers and/or staff to develop research proposals.				
Develops strategies for marketing or promoting program to include market research and development of marketing plans, personal networking, newsletters and publications or other communications materials, and events planning.				
Serves as a key resource for program information. Resolves problems or questions referred by program staff, senior university administrators, or professionals outside the university.				
Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.				

## 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: <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>			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.