



**USC** University of  
Southern California

## Student Programs Manager

### Job Description

#### JOB INFORMATION

Job Code:	137623
Job Title:	Student Programs Manager
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	5 Manager

#### JOB SUMMARY

Manages a student program designed to deliver student services aimed at enhancing the quality of student life. Works in a student center or program such as orientation, residential life, intramurals, international student services, student conduct, student government, testing bureau, etc. This position is not to be used for staff performing student services functions such as admissions, recruitment, financial aid, academic counseling, records and registration, graduation clearance, etc.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Doctorate	

##### Additional Education

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

Combined experience/education as substitute for minimum education
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##### 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.**

Combined experience/education as substitute for minimum work experience
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##### Knowledge, Skills and Abilities

Req	Pref	Functional Skills

##### Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages a student program designed to deliver services aimed at enhancing the quality of student life. Plans, develops or modifies, implements, communicates and evaluates program services and operations.				
Manages staff, student workers, volunteers and graduate assistants. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.				
Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.				
Identifies and recommends opportunities for staff training, professional growth and development.				
Sets goals and objectives for assigned program and measures performance against objectives. Recommends changes or enhancements to existing programs based on continuous feedback and evaluation.				
Develops and administers program budget(s). Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning.				
Performs internal and external liaison and public relations to promote student programs and services. Develops communications plans to publicize program services. Interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program.				
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.				
Coordinates the design and delivery of programs and program services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.				
Identifies student training needs. Designs and develops workshops, seminars and other educational services. Oversees the delivery of training and assesses the effectiveness. Makes modifications as appropriate.				
Participates in division short and long-range planning, policy formation and strategic decision-making. Ensures program goals and objectives are consistent with other divisional programs and services.				
Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.				

## 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.