



JOB INFORMATION

Job Code:	137531
Job Title:	Student Services Director
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Student Services
Job Family Group:	Student Support Services
Management Level:	4 Administrator

JOB SUMMARY

Manages a comprehensive student services program for a professional school or college. Directs the planning, coordination and delivery of services through subordinate student services managers. Use of this position is restricted to the top staff administrator responsible for all student services within the school or college.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor'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

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 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

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Managerial experience in student programming or services.
	X	Knowledge of USC student and academic programs, policies and procedures.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Directs the planning, implementation and management of all student services programs and activities for a professional school or college. Develops short and long term plans and strategies and ensures that subordinate managers develop goals and objectives which are integrated with overall plans.				
Directly or indirectly manages all staff assigned to student services programs through subordinate managers and supervisors. Determines staffing needs based on long term plans and strategies. Reviews and approves salary administration practices including raises, promotions and reclassifications. Approves staff professional training and development plans.				
Plans, develops and manages program budgets determining fiscal priorities and allocating funds accordingly. Approves or disapproves major expenditures and recommends budget amendments as appropriate. Monitors the budget performance of subordinate managers and ensures variances are explained and corrected as needed. Provides financial analyses, projections and reports to support budget development and management.				
Participates in school or college long range and short term strategic planning.				
Directs the development and administration of program internal policies, procedures and information systems. Stays current on university policies and procedures and agency regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, graduation requirements, petitions and other student services. Ensures staff are kept informed of changes and updates.				
Reviews and assesses operations and services for effectiveness and efficiency. Implements changes as needed to improve delivery of student services.				
Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or unit, as assigned or appropriate.				

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/			Yes

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.