



University Trustee Program Director Job Description

JOB INFORMATION

Job Code:	111054
Job Title:	University Trustee Program Director
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Presidential Administrative Support
Job Family Group:	Administrative Support
Management Level:	4 Administrator

JOB SUMMARY

Serves as the primary contact and provides ombudsman services to trustees, donors, university VIPs and senior officers for challenging issues and special services regarding events, football game tickets, admissions, financial aid, housing and/or other mat

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		5 years	
	X	7 years	

Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in supervising administrative operations of a department.
X		Heightened sense of protocol and diplomacy and ability to exercise sensitivity, confidentiality and discretion in every matter.
X		Demonstrated interpersonal and communication skills.
X		Ability to train subordinates on university's admission and financial systems.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
	X	Familiarity and ability to train subordinates on university's admission and financial aid systems, Filemaker Pro, etc.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as the key contact and provides ombudsman services to trustees, donors, university VIPs and senior officers for challenging issues and special services regarding events, football game tickets, admissions, financial aid, housing and/or other matters. Responds to inquiries and requests for information requiring knowledge of university policies and procedures. Researches problems, takes necessary steps to address issues and brings to resolution.				
Liaises with vice presidents, deans, and directors in Admissions, Financial Aid, Housing, Student Financial Services, Student Affairs and individual school admissions offices in order to facilitate requests for assistance on behalf of trustees and/or donors. Trains subordinates on university's admission and financial aid systems and Filemaker Pro, etc.				
Oversees special service efforts in order to meet needs, objectives and policies. Identifies special needs of high profile donors, trustees and friends of university.				
Coordinates all trustee events including committee meetings with the appropriate departments. Consults with board of trustee committee chairs regarding preparation of board meetings, committee meetings and board books. Maintains and distributes trustee calendar and committee rosters. Ensures distribution of materials as appropriate.				
Supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.				
Plans and directs all arrangements for the Official Party for away game travel, including budget management, transportation, hotel accommodations and entertainment and ground transportation to the game. Negotiates with vendors for accommodations and transportation, etc. Prepares briefings for the president, senior vice presidents and trustees. Attends away games to ensure that the proper arrangements for the Official Party are in place. Liaises with Office of the President of the host team at away games to ensure that appropriate and necessary arrangements are made for the president.				
Manages the assignment, distribution and sale of football tickets for the Official Party and trustee and VIP requests. Administers the deposit of ticket income and payment of football expenses to all vendors.				
Develops and controls budget for home and away game tickets and away game travel expenses. Provides financial status reports as requested.				
Directs and coordinates process of special requests for president's attendance at development-related events.				
Represents the office at special events, meetings and gatherings, as requested. Reviews and analyzes events, makes recommendations as appropriate and supervises follow-through as needed.				
Develops and maintains a network of contacts, both internal and external, to facilitate special services.				

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		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.

Other Requirements

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