



JOB INFORMATION

Job Code:	165667
Job Title:	Web Developer Supervisor
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Administration
Job Family Group:	Information Technology
Management Level:	6 Supervisor

JOB SUMMARY

Oversees how information is communicated to employees via varied technologies, working closely with other leaders to develop and manage customer experience visions and strategies for delivering quality communications. Responsible for identifying opportuni

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.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		7 years	
	X	10 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

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Develops vision and strategies to lead employee engagement efforts and incorporate into employee communications. Collects and reports on customer experience activities, providing insight and guidance for best practices. Develops plans to implement digital				
Gathers employee-organization interaction data through segmentation strategies (e.g., development of user personas) to understand the university employee landscape. Develops understanding of organizational and university culture by building and maintainin				
Drives best-in-class customer service through effective engagement. Develops plans to implement distinctive experiences through digital technology that empower employees to find information easily. Supports the delivery of effective and high-impact messag				
Establishes and implements standards, procedures and quality measures to support communication governance. Sets and evaluates metrics for communication and engagement activities, ensuring they meet expectations for efficacy. Works with other department le				
Proactively leads university-wide communications projects, events and campaigns, encouraging team members to experiment with new communication approaches and technologies. Promotes an environment that fosters inclusive relationships and creates unbiased o				

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/			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.