UNIVERSITY OF SOUTHERN CALIFORNIA

Program Manager

Job Code: 133015

Grade: K
OT Eligible: No
Comp Approval: 9/13/2012

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 ACCOUNTABILITIES:

*E/M/NA % TIME

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.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

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<th>Essential</th>
<th>Yes</th>
<th>No</th>
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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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

3 years

Minimum Field of Expertise:

Directly related professional and supervisory experience in area of program specialization

Preferred Education:

Master's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Special education, licensing or certification requirements may exist based on program content

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Development/fundraising
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Marketing
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis

Skills: Machine/Equipment:

Computer network (department or school)
Personal computer

Supervises: Level:

Supervises employees and/or student workers.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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