UNIVERSITY OF SOUTHERN CALIFORNIA
Degree Progress Counselor
Job Code: 137119

Grade: H
OT Eligible: Yes
Comp Approval: 2/24/2016

JOB SUMMARY:
Provides information and advisement services to undergraduate and graduate students and university departments in the areas of university policies and procedures, degree requirements, exceptions to academic policy, and transfer credit.

JOB ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>JOB ACCOUNTABILITY</th>
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<tr>
<td>______</td>
<td>______</td>
<td>Responds to inquiries and requests from students and/or staff regarding established procedures relating to current and past degree requirements, exceptions to academic policy, and transfer credit evaluation.</td>
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<td>Assists the campus community in understanding policies, rules governing exceptions, and required documentation. Troubleshoots problems, identifies alternatives, and communicates outcomes and possible solutions.</td>
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<td>Maintains student records in a computerized environment and completes report-driven tasks related to the degree audit.</td>
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<td>Trains and guides departmental academic advisors on undergraduate and graduate records processing. Provides technical information related to degree requirements and transfer credit application.</td>
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<td>Records degrees and/or certificates when degree requirements have been met.</td>
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<td>Maintains currency with the university curricula, practices, policies and procedures relating to degree requirements, exceptions to academic policy, and transfer credit evaluation. Provides clarification of policies and procedures for academic advisors, students, faculty, and administrators.</td>
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<td>Assists in updating department documentation and training internal staff members.</td>
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<td>Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY

| Essential: | No |
Yes  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

**Minimum Experience:**
- 6 - 12 months

**Minimum Field of Expertise:**
- Counseling and/or academic advisement experience. Basic understanding of higher education and a familiarity with computer applications.

**Preferred Field of Expertise:**
- Prior student services experience working in an academic environment as an advisor or counselor.

**Skills: Administrative:**
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
- Teaching/training

**Skills: Machine/Equipment:**
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier
Supervises: Level:

May oversee student, temporary and/or casual workers.

Comments:

Extensive training will be provided on all job-related functions, including policies and procedures, the student information system, and the degree audit application.

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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