UNIVERSITY OF SOUTHERN CALIFORNIA
Degree Progress Manager
Job Code: 137124

Grade: K
OT Eligible: No

JOB SUMMARY:
Manages the day-to-day operations of the Degree Progress Department. Directly supervises all assigned staff. Provides information to and advises students and University departments in the areas of University policies and procedures, transfer credit, degree requirements, diplomas, and exceptions to academic policy.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Manages the day-to-day operations of the Degree Progress Department. Plans, develops or modifies, implements, communicates and evaluates operations and services. Advises students and university departments in the areas of university policies and procedures, transfer credit, degree requirements, diplomas, and exceptions to academic policy.

Identifies technical problems related to the degree audit. Determines scope and impact of problem, and implements appropriate solution. Develops new applications and utilities using the degree audit.

Directly supervises all assigned subordinate staff. Recruits, screens, hire and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

Assesses workflow priorities and delegates work assignments accordingly. Reviews work of Counselors to ensure quality and accuracy.

Develops and maintains policies and procedures. Manages the review of all exceptions to academic policies recorded by campus staff as a quality control measure to ensure policy is being upheld.

Identifies processes and procedures to improve evaluator functions. Creates and maintains technical training materials and documentation.

Creates degree audits for all new programs and updates audits for existing programs based on approved curriculum updates. Designs, develops, tests and implements interactive audits.

Confers and defers degrees automatically using degree audit utilities.

Serves as a resource to Degree Progress Counselors and university staff and interprets policies related to student records or requests for exceptions to policy or procedures. Makes policy or procedural exceptions.

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

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.

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.

*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:**
  3 years

**Minimum Field of Expertise:**
  Counseling and/or academic advisement experience.

**Preferred Field of Expertise:**
  Knowledge of USC student and academic programs, policies and procedures and knowledge of the student information system.

**Skills: Other:**
  Analysis
  Assessment/evaluation
  Communication -- written and oral skills
  Conflict resolution
  Counseling
  Interpretation of policies/analyses/trends/etc.
  Interviewing
  Knowledge of applicable laws/policies/principles/etc.
  Managerial skills
  Organization
  Planning
Problem identification and resolution
Project management
Research
Staff development
Translation/bi-multi-lingual

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

Supervises: Level:
Supervises student, temporary and/or casual workers.

Supervises: Nature of Work:
Administrative
Professional/Paraprofessional

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.

The University of Southern California is an Equal Opportunity Employer