UNIVERSITY OF SOUTHERN CALIFORNIA

Admissions Program Manager I

Job Code: 137315

Grade: K
OT Eligible: No
Comp Approval: 9/9/1993

JOB SUMMARY:
Manages the staff and operations of a recruitment and admissions office in a school or a distinct program within the university admissions office.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

Manages the staff and operations of a recruitment and admissions office in a school or a distinct program within the university admissions office. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines as needed. Identifies and recommends opportunities for staff training and professional growth.

Sets goals and objectives for assigned program and measures performance against objectives. Recommends changes or enhancements to existing programs based on continuous feedback and evaluation.

Supervises admissions counselors in their assigned responsibilities. Reviews caseload of applications and monitors progress of counselors. Reviews applications and makes admissions decisions particularly in borderline cases.

Counsels applicants on admission policies and procedures. Evaluates and offers solutions to applicant problems and requests regarding admission. Applies transfer credit guidelines in review and assessment of applications as appropriate.

Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.

Develops and implements marketing plans, strategies and materials aimed at enhancing recruitment and conversion of targeted program applicants. Identifies marketing messages and ensures incorporation in presentations and publications.

Coordinates the participation of faculty, staff, students and alumni in recruitment programs. Plans and provides communications, training, materials, scheduling and other logistical support to facilitate recruitment efforts.

Develops and administers program budget(s). Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning.

Plans and makes public presentations as part of outreach efforts. Represents USC and assigned programs to students, parents, alumni, high school and community college teachers. Coordinates involvement of university faculty at admissions events to enhance recruitment and conversion efforts.
Establishes and maintains well-documented policy and procedural manuals and communicates updates and changes as required. Maintains record storage and retrieval systems for efficient access to data. Manages recruitment data and analyzes for results and trends. Prepares reports and provides statistical data as requested.

Coordinates the design and delivery of programs and services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.

Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.

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:**

*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:**

Lead or supervisory recruitment and admissions experience with knowledge of financial aid policies

**Preferred Education:**

Master's Degree

**Skills: Other:**

Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Creative writing and editing
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
Teaching/Training

Supervises: Level:
Leads employees performing similar work on a project basis
Supervises volunteers

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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