UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Manager

Job Code: 137527

OT Eligible: No

Comp Approval: 5/27/2016

**JOB SUMMARY:**

Manages other staff student advisors in a school or college program providing a variety of student counseling services covering admissions, financial aid, academic advisement, records and registration and career placement. Plans and implements program services and activities through other student services professionals. Has direct managerial and budgetary responsibility and accountability for the overall success of program(s) managed.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>E/M/NA</th>
<th>% TIME</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>100%</td>
<td>Recruits, screens, hires, trains and directly supervises subordinate staff, student workers, volunteers, and interns. Schedules and assigns work. Assesses performance and provides feedback, counseling or discipline, as needed. Terminates employees as necessary.</td>
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<td>100%</td>
<td>Develops and implements program goals and strategies which are integrated with the school's or college's academic and business plans. Regularly communicates with faculty, staff and administrators to facilitate attainment of program objectives. Monitors progress and adjusts plans or targets as needed. Stays informed of emerging trends in student services and looks for opportunities to address these trends in program goals.</td>
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<td>Resolves problems referred by subordinates or other staff. Provides policy interpretation and technical consultation as required. Stays current in university and/or regulatory policy changes and ensures staff are informed of changes and updates.</td>
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<td>100%</td>
<td>Oversees the development of program policies and procedures and operational and information systems to support program efforts. Ensures that internal policies and procedures are consistent with university and regulatory requirements. Ensures procedures and systems are well documented. Develops quality control standards and measures program and staff performance using these standards.</td>
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<td>100%</td>
<td>Manages the storage and maintenance of student records and data and maintains detailed records of program activities. Prepares statistical analyses and reports of program results for use by dean or other administrators in strategic planning and decision-making. Participates in and/or plans and conducts surveys to gather information related to program activities.</td>
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<td>100%</td>
<td>Plans and administers budget(s). Provides projections for use in developing budget(s). Identifies grant or other funding opportunities and develops proposals.</td>
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<td>Plans and administers communications programs to publicize student services. Develops communications messages and monitors the development of written materials and staff presentation guides to ensure consistency in the delivery of information. Plans outreach strategies to make students and other constituencies aware of services.</td>
</tr>
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</table>
Interacts with other university departments and with external organizations as required to coordinate and negotiate services. Maintains a leadership role on departmental and university committees to stay well-informed on issues impacting student services and to ensure that programs are well-represented. Serves as primary resource for information regarding programs managed.

Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or unit, as assigned or appropriate.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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:  

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:

5 years

Minimum Field of Expertise:

Supervisory experience in student programs and services

Preferred Education:

Master’s degree

Preferred Experience:

7 years

Skills:  Other:

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

Skills: Machine/Equipment:

- Computer network (department or school)
- Computer network (university)
- 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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