Job Summary:
Manages a student program designed to deliver services aimed at enhancing the quality of student life. Plans, develops or modifies, implements, communicates and evaluates program services and operations. This position is not to be used for staff performing student services functions such as admissions, recruitment, financial aid, academic counseling, records and registration, graduation clearance, etc.

Job Accountabilities:

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<tr>
<th>*E/M/NA</th>
<th>% Time</th>
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<td>Manages staff, student workers, volunteers and graduate assistants. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.</td>
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<td>Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.</td>
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<td>Identifies and recommends opportunities for staff training, professional growth and development.</td>
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<td>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.</td>
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<td>Develops and administers program budget(s). Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning.</td>
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<td>Performs internal and external liaison and public relations to promote student programs and services. Develops communications plans to publicize program services. Interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program.</td>
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<td>Researches and identifies external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provide operating and status reports as needed.</td>
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<td>Coordinates the design and delivery of programs and program services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.</td>
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<td>Identifies student training needs. Designs and develops workshops, seminars and other educational services. Oversees the delivery of training and assesses the effectiveness. Makes modifications as appropriate.</td>
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Participates in division short and long-range planning, policy formation and strategic decision-making. Ensures program goals and objectives are consistent with other divisional programs and services.

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:**

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<th>Essential</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:**

- Master's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 years

**Minimum Field of Expertise:**

- Student personnel administration with supervisory experience

**Preferred Education:**

- Doctorate

**Preferred Experience:**

- 5 years

**Preferred Field of Expertise:**

- Ph.D. in student personnel administration, education, counseling or related field

**Skills:** Other:

- Analysis
- Assessment/evaluation
- Budget control
Budget development
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Creative writing and editing
Curriculum development
Customer service
Development/fundraising
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Marketing
Mediation
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:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
Manages through subordinate supervisors.

Supervises: Nature of Work:
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.

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