



JOB INFORMATION

Job Code:	133123
Job Title:	Academic Program Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Program Management
Job Family Group:	Administration
Management Level:	5 Manager

JOB SUMMARY

Manages academic program operations, services, day-to-day activities and administrative functions. Participates in the development of short- and long-term program strategies. Manages team members, and is responsible for staff and team development.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience managing learning programs for adults.
X		Demonstrated experience in management/leadership roles, building and maintaining relationships with domestic and international stakeholders.
X		Proven budget oversight and planning experience.
X		Outstanding interpersonal, oral, and written communication skills, with exemplary attention to detail.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in higher education and/or customer service.
X		Proven ability to plan, implement, and coordinate program logistics.
X		Demonstrated database/data entry experience.
X		Proven project management and problem solving skills, able to handle multiple timelines, changing priorities, and fluctuating workloads.
	X	Seven years' experience working in higher education.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the day-to-day administration of academic program and/or research center services and activities (e.g., scheduling, meetings, curriculum development). Researches and identifies trends, and plans and develops program objectives, curriculum, and/or content. Coordinates and supervises teams' daily activities, and sets priorities to ensure tasks are completed.				
Develops and manages program operating and administrative policies and procedures. Manages the implementation and evaluation of programs, (e.g., curricula and textbook review). Develops program plans and facilitates issue resolutions to reach stated goals and objectives.				
Uses formal processes and tools for analyzing and managing resources, budgets, risk and program changes to reach program objectives. Provides financial status reports as required. Identifies fundraising opportunities and seeks funds for program operations.				
Responsible for the tasks, performance, and/or assignments conducted by teams and individuals. Addresses program-related questions and resolves problems. Supervises, trains, and develops staff. Manages and communicates ongoing changes in tasks, goals or performance.				
Develops and implements marketing and recruiting strategies to promote academic programs and ensure sustainability and growth. Participates in professional conferences and provides marketing and public relations support.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.