



Associate Vice President, Enrollment Services Job Description

JOB INFORMATION

<i>Job Code:</i>	199026
<i>Job Title:</i>	Associate Vice President, Enrollment Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	Senior Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	3 Executive

JOB SUMMARY

Manages multiple administrative units and activities supporting the strategic and operational management of services related to student enrollment and success. Provides strategic leadership to the enrollment services division and its institutional partners. Identifies strategies to provide exceptional services, experiences and educational opportunities for a diverse student body. Ensures enrollment-related administrative processes reflect best-in-class norms and university values and priorities related to retention and graduation.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree	Finance	Or
X		Bachelor's degree	Organizational Development	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Finance	Or
	X	Master's degree	Accounting	Or
	X	Master's degree	Organizational Development	Or
	X	Master's degree	in related field(s)	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		8 years	
	X	10 years	in all aspects of higher education administration.

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		Proven knowledge of standard filings required by the Department of Education.
X		Extensive experience in leadership/management roles.
X		Demonstrated financial stewardship skills, with previous experience overseeing budget planning, strategic program development, and financial analysis/reporting.
X		Ability to quickly establish credibility and interact effectively with varied internal/external stakeholders.
X		Exceptional oral and written communication skills, able to actively listen and convey complex information to varied audiences.
X		Demonstrated commitment to diversity, equity and inclusion efforts.
X		Proven ability to motivate staff and support their professional development.
X		Knowledge of state/federal financial aid regulations, as well as current best practices/trends in enrollment services.
	X	Working knowledge of decentralized financial aid, admissions, registrar services, institutional structures and student information systems (e.g., Oracle, Salesforce).
	X	Ability to develop analytics from multiple data streams, interpret trends, and advance persuasive recommendations.
	X	Knowledge and/or understanding of numerous relevant cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).
	X	Multilingual communication skills, fluent in Spanish and/or other languages beyond English.
	X	Conflict management/resolution skills.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	Professional in Human Resources - PHR	
	X	Certified Compensation Professional - CCP (WorldatWork)	
	X		GRP and/or other HR certifications

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages and supervises staff and operations for multiple student enrollment services departments in coordination with other relevant stakeholders. Communicates administrative vision and strategies to the university community, translating into clear priorities.				
Directs and supports the identification, development, and implementation of new/improved systems for streamlined use by the student body and campus constituents. Strategically organizes centralized, integrated and student-centered modalities (e.g., in-person, self-service, virtual) that enhance the enrollment lifecycle.				
Envisions strategies leveraging funds aligned with institutional objectives and budgets. Analyzes, prioritizes and optimizes financial aid funds. Engages in complex data reporting and models, making projections and forecasting budgets and trends. Plays a leading role in shaping relevant conversations at the state, regional and national level.				
Analyzes current/future policy directions, anticipating and addressing and short- and long-term implications. Promotes service mindsets through effective outreach and customer service. Stays current with new/emerging public policy issues, regulations and technologies relevant to all managed areas.				
Actively listens to numerous stakeholders to understand new and ongoing challenges students face. Collaborates with leadership, committees and other relevant stakeholders to gain input on strategies, develop consensus, and communicate decisions. Empowers students and staff to continually assess and improve processes.				
Oversees office management (e.g., compensation, organizational structures, training). Ensures effective responses to student needs and compliance with all				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
regulations and accreditation requirements. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
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/			Yes

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.