



JOB INFORMATION

Job Code:	129151
Job Title:	Communications Specialist (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Public Communications
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

JOB SUMMARY

Supports ITS operational and project-based communications. Responsible for producing engaging and accessible content for a broad range of internal and external campus stakeholders, as well as the public. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Communication	Or
	X	Bachelor's degree	Marketing	Or
	X	Bachelor's degree	Higher Education	Or
	X	Bachelor'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

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 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		Demonstrated experience utilizing multiple social media platforms for a brand or professional organization's social media presence.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills, with proven ability to present technical topics in a business-oriented fashion to non-technical audiences.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in higher education and with university audiences.
	X	Thorough understanding of IT business processes.
	X	Experience with web content management systems, email distribution lists, graphic design, and photo editing tools (e.g., Canvas, Photoshop).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Crafts and develops content (e.g., websites, email newsletters, talking points), ensuring clear, engaging, and accurate communications are produced for and delivered to a broad range of ITS staff, customers, partners, and key stakeholders. Supports and monitors social media outreach, traffic, and message tracking, and impact analysis. Continually assesses emerging communication channels, and develops reports on impact and yield.				
Defines communication policies and procedures, developing and refining style guides for ITS and project staff. Provides insight through strategic communications and planning processes. Supports efforts to streamline messaging and align communications by providing consultation support to ITS departments. Facilitates leadership alignment on objectives, strategies, and plans, assisting with the review and approval process for internal/external communications.				
Develops varied approaches to build and maintain engaging, collaborative relationships with internal external stakeholders from diverse backgrounds and industries. Develops skills and abilities on an ongoing basis, maintaining currency on emerging technologies, standards, and best practices. Increases visibility of ITS culture through engagement with appropriate professional associations.				
Supports the engagement, culture, and communications team's vision and governance for change management through the implementation of standards, procedures, and cost-effective, leading solutions. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

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.