



JOB INFORMATION

Job Code:	173231
Job Title:	Creative Content Manager
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Digital/Multimedia
Job Family Group:	Multimedia 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Responsible for overseeing the planning, creating and direction of multimedia and interactive projects. Responsible for engaging outside vendors and contractors, and for evaluating their performance. Maintains close working relationships with clients, often traveling on behalf of the Institute to meet with project sponsors. Helps develop and maintain budgets, serves as a subject matter expert (SME) and resource for internal and external stakeholders, and plans and manages the production pipeline. Responsible for locating and securing projects and funding, and planning for future business.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor'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		2 years	
	X	5 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 in a professional digital media production environment.
X		Strong, demonstrated knowledge of storytelling techniques and narrative design.
X		Demonstrated competence in all areas of digital content production.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Thorough knowledge of video and audio production procedures, practices, techniques, equipment and terminology.
X		Knowledge of digital video and audio capture, file compression, lighting, and post-production equipment and software.
X		Demonstrated communication and interpersonal skills.
X		Experience in digital content creation, delivery and user engagement on multiple digital platforms, including managing multiple projects in a fast-paced environment.
X		Experience in interactive content development and implementation.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supervises the development, production and delivery of narrative content for multiple complex multimedia and interactive projects. Plans, designs, directs, supervises, and coordinates activities within prescribed deadlines.				
Engages third party administrators and contractors, establishes performance and service standards, manages and evaluates the service and financial performance to achieve optimal service standards, meet financial targets and compliance with regulatory and institutional standards and requirements.				
Maintains a close relationship with stakeholders to gain thorough knowledge of sponsor requirements and expectations for assigned digital media projects.				
Participates in the development and administration of program budgets and recommends resource allocations. Authorizes expenditures within established limits. Provides financial status reports as requested.				
Serves as a subject matter expert (SME) for both internal teams and customers. Provides training and knowledge transfer to customers and internal teams on products and technologies, as requested. Creates and conducts training programs, as necessary. Writes knowledge articles based on customer issues and related solutions and disseminates to appropriate sources, as necessary.				
Travels on behalf of the department to meet with project sponsors, stakeholders, constituents, or to participate in professional programs and seminars.				
Serves as support resource for staff on motion media, narrative development and interactive design.				
Manages the review pipeline of video content for internal and external agencies, managing a review of each draft with the sponsor, vendors and in house staff.				
Plans, organizes and oversees the creation of comprehensive digital content archives.				
Locates and secures new projects and funding. Assists in the planning for future business.				

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/	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.