



USC University of
Southern California

Director, Faculty Support Job Description

JOB INFORMATION

Job Code:	139049
Job Title:	Director, Faculty Support
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Faculty Services
Job Family Group:	Administrative Support
Management Level:	4 Administrator

JOB SUMMARY

Directs faculty support services and operations, and is responsible for implementing program and university policies. Oversees course delivery efforts, documentation and procedures. Trains and supports faculty, and supervises faculty support staff.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Master'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		7 years	
	X	9 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		Leadership experience in a faculty support environment.
X		Extensive experience with all aspects of faculty experience.
X		Experience with a wide range of course-delivery platforms and programs.
X		Ability to communicate complex faculty support information to a wide variety of internal and external stakeholders.
X		Excellent written and oral communication skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Leadership experience in a faculty support environment at a large research institution.
	X	Familiarity with the university's culture, policies and procedure.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs faculty support services and operations. Oversees formal guidance, training processes and performance standards. Implements program and university policies, and makes continuous improvements and changes as needed.				
Oversees course-delivery efforts via multiple platforms. Provides technological assistance for live synchronous sessions (e.g., instructional guidance, strategic pedagogical support). Directs the creation and dissemination of informational materials and/or digital content.				
Directs and monitors quality assessments and reports on various faculty related data and trends. Manages documentation processes and procedures. Oversees the maintenance of databases and calendars. Stays up-to-date with university and governmental IT policies and procedures.				
Partners with staff to enhance faculty/program procedures and operations. Directs and supports implementation of synchronous and asynchronous course delivery.				
Oversees onboarding of faculty and subject matter experts. Creates and manages staff training processes, oversees quality assurance reviews, and addresses areas in need of attention.				
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/
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/			

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.