



## Executive Director, Financial Services

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	113040
<i>Job Title:</i>	Executive Director, Financial Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Billing/Collections
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	4 Administrator

#### JOB SUMMARY

Manages, plans, and directs the operations of multiple centralized financial services units (e.g., USCard Services, Student Financial Services). Develops strategies, communication, and training related to financial policies, procedures, and systems. Accountable for meeting departmental performance objectives and driving customer satisfaction. Ensures compliance with all federal, state, and local laws and university policy. Serves as primary advisor to senior leadership, as directed.

#### JOB QUALIFICATIONS:

##### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree		
	X	Master's degree	Finance	Or
	X	Master's degree	Accounting	Or
	X	Master's degree	Business Administration	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		10 years	managing finance operations, programs, and services	And
X		8 years	supervisory, budgetary, and managerial responsibility	
	X	15 years	managing finance operations, programs, and services	

##### 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	Master's degree in finance, accounting, business administration, or closely related field.
	X	Proven experience with university wide systems, particularly student and financial systems, best practices, and applicable laws.
	X	Demonstrated experience with enterprise resource planning (ERP) systems (e.g., Oracle, PeopleSoft, Workday), and budget management.
	X	Experience facilitating collaboration between diverse groups of stakeholders with potentially conflicting interests.
	X	Ability to build trust, rapport, and mutual respect with senior level administrators and staff.
	X	Excellent written and oral communication skills, and experience creating and executing presentations.
	X	Skilled in data analysis, negotiation and strategy development and execution.
	X	Experience with HR processes (e.g., staff development).

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees and directs financial services operations and activities, responsible for planning and development, service delivery, policy development, and budget and staff administration. Analyzes, evaluates, and implements internal processes that comply with current federal and state regulations to maximize collection returns. Oversees management of loan disbursement (e.g., information dissemination, needs analyses).				
Determines priorities and allocates resources accordingly. Provides direction and sets goals for team members, establishing and maintaining a staff development program that builds skills and expertise in critical areas (e.g., customer service, collaboration, stakeholder management).				
Systematically improves and updates department metrics to evaluate performance at the department, team, and individual levels. Engages regularly with key stakeholders regarding service delivery, enhancing pertinent policies, procedures, and programs. Works with the department's senior leadership on special projects of significant complexity or financial impact.				
Serves as departmental liaison on internal/external audits for financial transactions. Coordinates with senior leadership and other divisions and departments to maintain highest level of financial control policies and procedures in compliance with applicable laws and policies. Communicates and develops strategies with federal and local legislatures, as needed.				
Develops and supervises initiatives in support of the department's cultural values (e.g., diversity and inclusion, professional development, strategic communications). 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
No	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.	No	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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	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.