



Lead Specialized Service Student Programs Advisor Job Description

JOB INFORMATION

<i>Job Code:</i>	138135
<i>Job Title:</i>	Lead Specialized Service Student Programs Advisor
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Student Programs
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Leads the planning, communication, evaluation and implementation of specialized services and resources aimed at promoting academic and personal success for specific populations (e.g., veterans, students with disabilities). Requires specialized knowledge of unique community needs to provide equal opportunities and access to the university experience.

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	

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		3 years	of directly related professional experience in program specialization.
	X	5 years	of experience in an institution of higher education.

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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Excellent verbal communication skills and writing skills.
X		Ability to analyze information and problem-solve.
X		Flexibility and adaptability to changing priorities.
X		Strong project management experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proficient technology skills.
X		Demonstrated experience interacting with diverse groups, exercising diplomacy, good judgment and discretion.
	X	Familiarity with local community.
	X	Fluency in one or more language in addition to English (e.g., Spanish, Korean).
	X	Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management.
	X	Proficient with Microsoft Office and or Adobe Creative software.
	X	Demonstrated experience managing multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as a senior leader of a specialized services program aimed at promoting academic and personal success for specific populations (e.g., veterans, students with disabilities). Leads the planning, communication, evaluation and implementation of program services, activities, and special events. Conducts and oversees advising of students and community members for assigned programs. Assesses targeted student, group, and/or community needs, and recommends appropriate programs and services. Reviews academic and/or personal data to determine program eligibility.				
Designs and develops workshops, seminars and other informational activities (e.g., accessibility tours). Develops and conducts program-focused training and assesses proficiency or readiness of trainees. Oversees the delivery of program-focused training, evaluates feedback and effectiveness, and modifies as appropriate.				
Conducts internal/external public relations efforts to promote programs and services (e.g., technology accessibility). Oversees the design and development of materials publicizing activities and events. Assesses their effectiveness and makes modifications as appropriate. Represents the program and/or the university as assigned/appropriate. Makes formal presentations as required.				
Leads the development and implementation of program policies and procedures (e.g., reporting). Advises and partners with faculty, staff, community members and other relevant stakeholders regarding varied program matters (e.g., coordinating demonstrations, equipment acquisitions). Maintains professional currency through participation in associations and committees.				
Assists with the development of program budgets. Oversees expenditures (e.g., catering), ensuring adherence to budget guidelines and analyzing cost effectiveness. May approve expenditures for specific program areas. Leads the writing and development of grant applications and funding proposals.				
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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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/			

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.