



USC University of
Southern California

Manager, Communications (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	129155
<i>Job Title:</i>	Manager, Communications (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Public Communications
<i>Job Family Group:</i>	Marketing and Events
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Serves as a strategic thought and communications partner, focused on elevating enterprise-level technology and transformative initiatives through the delivery of focused, effective messaging. Positively shapes the image of ITS services delivered to key stakeholders across the organization. Manages communications and marketing plans, tactics and tools, connecting with a broad range of stakeholders to support the execution of activities that showcase ITS and the services provided. As an ITS leader, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		6 years	And
X		3 years	Management/leadership
	X	8 years	And
	X	5 years	Management/leadership

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		Exemplary project management and organizational skills for managing several projects and deadlines simultaneously.
X		Proven ability to synthesize complex materials and craft creative, persuasive messaging for a variety of audiences.
X		Experience with large and complex systems, with change management governance processes and development, and managing numerous necessary resources to resolve problems in a timely and effective manner.
X		Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements.
X		Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Exceptional written and oral communication skills, proficient copy editing experience, and familiarity with Associated Press style.
X		Demonstrated ability to provide both detailed information as well as summaries to management-level individuals and groups, and experience presenting technical topics to non-technical audiences.
	X	Strong technical knowledge of network, PC, and platform operating systems.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with relationships with various stakeholders and diverse individuals and groups.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Proactively leads enterprise-level communications projects, events, and campaigns that align with ITS priorities and values. Provides strategic counsel and guidance to colleagues on internal/external communications content (e.g., language, tone, messaging, publication effectiveness).				
Supports leaders and communications team members in delivering effective messages through strong writing and storytelling. Provides writing and editing support, ensuring all communication materials meet quality and consistency standards. Regularly evaluates communications and engagement activities, recommending opportunities for process and tool improvements to effectively reach stakeholders. Determines timing and information included in messages received.				
Supports critical change and transformational initiatives through communication strategy development and execution management. Maintains content, design, access rights, editorial guidelines, and archival processes for all communications. Collects and reports team activities for functional reporting.				
Establishes feedback channels to assess success of communication strategies, vehicles, and messaging. Maintains strong cross-functional relationships, building deep understanding of ITS, the university, and organizational culture.				
Manages team member development, helping them set and achieve goals for their career growth. Foster an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Drives best-in-class customer service to the university through effective team member engagement. Leads by example, demonstrating ethics and high accountability, and contributing to a culture of trust and transparency. Drives the process of embedding ITS values and behaviors.				
Supports the Engagement, Culture, and Communications vision. Works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports governance for communications through the implementation of standards, procedures, and quality measures.				
Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders, ensuring that consistent and reliable service is delivered to a broad range of university stakeholders.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for change management, maintaining currency with				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
industry standards and innovations. Provides input around process optimization, department budgeting, and the monitoring and management of resources.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.