



JOB INFORMATION

Job Code:	137124
Job Title:	Degree Progress Manager
FLSA Status:	Exempt
Supervisory:	Supervises student, temporary and/or casual workers.
Job Family:	Academic Review/Counseling
Job Family Group:	Academic Advising and Career Counseling
Management Level:	5 Manager

JOB SUMMARY

Manages the day-to-day operations of the Degree Progress Department. Directly supervises all assigned staff. Provides information to and advises students and University departments in the areas of University policies and procedures, transfer credit, degree requirements, diplomas, and exceptions to academic policy.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
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		3 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		Counseling and/or academic advising experience.
	X	Knowledge of university student/academic programs, policies, and procedures, and knowledge of the student information system.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages degree progress department operations. Plans, develops, or modifies, implements, communicates, and evaluates operations and services. Advises students and departments regarding university policies and procedures, transfer credit, degree requirements, diplomas, and exceptions to academic policy.				
Identifies technical problems related to degree audits. Determines scope and impact of problems, and implements appropriate solutions. Develops new applications and utilities.				
Directly supervises all assigned subordinate staff. Recruits, screens, hire and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Assesses workflow priorities and delegates work assignments accordingly. Reviews work to ensure quality and accuracy.				
Develops and maintains policies and procedures. Manages the review of all exceptions to academic policies recorded by campus staff as a quality control measure to ensure policies are upheld.				
Identifies processes and procedures to improve evaluator functions. Creates and maintains technical training materials and documentation.				
Creates degree audits for all new programs and updates audits for existing programs based on approved curriculum changes. Designs, develops, tests and implements interactive audits.				
Confers and defers degrees automatically using degree audit utilities.				
Serves as a resource to degree progress counselors and staff, interpreting policies related to student records or requests for exceptions to policy or procedures. Makes policy or procedural exceptions.				

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/			Yes

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.