



USC University of
Southern California

Student Services Manager

Job Description

JOB INFORMATION

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| <i>Job Code:</i> | 137527 |
| <i>Job Title:</i> | Student Services Manager |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | Supervises employees and/or student workers. |
| <i>Job Family:</i> | Student Services |
| <i>Job Family Group:</i> | Student Support Services |
| <i>Management Level:</i> | 5 Manager |

JOB SUMMARY

Manages other staff student advisors in a school or college program providing a variety of student counseling services covering admissions, financial aid, academic advisement, records and registration and career placement. Plans and implements program services and activities through other student services professionals. Has direct managerial and budgetary responsibility and accountability for the overall success of program(s) managed.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X | | Bachelor'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 | | 5 years | |
| | X | 7 years | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|--|
| X | | Supervisory experience in student programs and services. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Recruits, screens, hires, trains and directly supervises subordinate staff, student workers, volunteers, and interns. Schedules and assigns work. Assesses performance and provides feedback, counseling or discipline, as needed. Terminates employees as necessary. | | | | |
| Develops and implements program goals and strategies which are integrated with the school's or college's academic and business plans. Regularly communicates with faculty, staff and administrators to facilitate attainment of program objectives. Monitors progress and adjusts plans or targets as needed. Stays informed of emerging trends in student services and looks for opportunities to address these trends in program goals. | | | | |
| Resolves problems referred by subordinates or other staff. Provides policy interpretation and technical consultation as required. Stays current in university and/or regulatory policy changes and ensures staff are informed of changes and updates. | | | | |
| Oversees the development of program policies and procedures and operational and information systems to support program efforts. Ensures that internal policies and procedures are consistent with university and regulatory requirements. Ensures procedures and systems are well documented. Develops quality control standards and measures program and staff performance using these standards. | | | | |
| Manages the storage and maintenance of student records and data and maintains detailed records of program activities. Prepares statistical analyses and reports of program results for use by dean or other administrators in strategic planning and decision-making. Participates in and/or plans and conducts surveys to gather information related to program activities. | | | | |
| Plans and administers budget(s). Provides projections for use in developing budget(s). Identifies grant or other funding opportunities and develops proposals. | | | | |
| Plans and administers communications programs to publicize student services. Develops communications messages and monitors the development of written materials and staff presentation guides to ensure consistency in the delivery of information. Plans outreach strategies to make students and other constituencies aware of services. | | | | |
| Interacts with other university departments and with external organizations as required to coordinate and negotiate services. Maintains a leadership role on departmental and university committees to stay well-informed on issues impacting student services and to ensure that programs are well-represented. Serves as primary resource for information regarding programs managed. | | | | |
| Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or unit, as assigned or appropriate. | | | | |

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.