



## Assistant Director, Office of Community Expectations Job Description

### JOB INFORMATION

Job Code:	137643
Job Title:	Assistant Director, Office of Community Expectations
FLSA Status:	Exempt
Supervisory:	
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	5 Manager

### JOB SUMMARY

Assists in directing the Office of Community Expectations' operations, supporting program planning and scheduling, delivery of services, and the development of department policies, processes, and procedures. Supervises and evaluates community expectations coordinators who investigate and evaluate reports regarding alleged non-academic violations of university policies by students. Contributes to risk mitigation efforts. Ensures compliance with federal and state mandates, including but not limited to the Clery Act and FERPA. Serves as liaison with designated campus offices. Engages proactively in the campus community through participation in/attendance at campus events and activities; presents campus programs on behalf of OCE. Manages the OCE database and oversees office assessment efforts. Evaluates emerging practices for possible implementation in the university's disciplinary process (e.g., restorative justice).

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 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		Directly related experience in the field in an educational institution or large organization.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Thorough knowledge of student development theory and state and federal laws, regulations and policies and procedures governing student judicial affairs.
X		Demonstrated analytical and/or problem-solving capabilities and strong writing skills.
X		Ability to conduct interviews and investigations.
X		Ability to present ideas clearly and effectively, both orally and in writing.
X		Experience in supervisory role and conducting investigations.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supports OCE program planning, development, coordination, delivery of services, and management of operations. Helps determine department direction, objectives, and priorities and allocates resources accordingly. Supports the development, maintenance, and enhancement of automated or manual systems and procedures to support operations, recommending enhancements as needed. Conducts research, analyzes data, and makes recommendations for improvement. Gathers and analyzes data and/or information for government compliance reviews and/or special projects as required.				
Recruits, trains, and supervises community expectations coordinators. Assists in providing leadership, guidance, and training to staff, faculty, and students regarding the university's community standards and expectations. Provides performance appraisals for staff and makes recommendations for hiring, discipline, raises, as necessary. Identifies and recommends training opportunities and solutions for faculty, staff and/or students as reflected by problems, issues, situations, or complaint trends.				
Executes the disciplinary process, as articulated in the university's student handbook, in response to reports of student or student organization misconduct. Handles more complex cases and coordinates hearing panels as needed/required.				
Performs analyses of information gathered, arrives at findings, and communicates outcomes and/or sanctions as required. Advises and directs staff regarding revision or modifications of reports, correspondence and/or documentation, as needed. Interprets and applies federal and state requirements and applicable internal policies and procedures as applied to university, faculty, staff and/or students' employment or academic issues, conflicts, and resolutions. Documents all interviews and meetings held with faculty, staff and/or students, supervisors, managers and senior administrators as well as external parties in database. Maintains in database confidential case files and prepares various detailed written reports and documentation, as necessary.				
Assists with reviews and assessments of departmental operations and services for effectiveness and efficiency. Assesses existing utilization of investigatory methods, processes, and procedures for adequacy and related policies for regulatory compliance, and recommends enhancements or modifications, as required.				
Assists with the analysis and evaluation of reports and other documentation for legal and risk implications and for accuracy and completion. Assists with recommending to schools and/or departments the establishment of internal procedures to improve compliance adherence.				
Serves as a subject matter expert on student handbook matters and provides advice and guidance to faculty, staff, and/or students regarding student behavioral matters. Maintains current knowledge on existing and pending legislation related to higher education discipline/student conduct and ensures staff and university community are kept informed of changes and updates. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold the principles of USC codes of ethics, integrity, and accountability.				
Serves as office liaison with relevant stakeholders, as assigned (e.g., Office of Residential Education, the Office of Fraternity and Sorority Leadership, student groups).				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as primary contact with database provider; oversees data reporting and creation of disciplinary statistics; oversees office assessment efforts.				
Oversees background check process.				
Coordinates outreach, education and prevention efforts related to disciplinary matters/student handbook; responsible for annually coordinating the editing, updating and publication of the student handbook.				
Serves as Clery Act liaison with the Department of Public Safety; ensures compliance with other federal/state mandates.				

## 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: <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>			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.