



## Director, Office of Community Expectations Job Description

### JOB INFORMATION

<i>Job Code:</i>	137648
<i>Job Title:</i>	Director, Office of Community Expectations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Student Programs
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Responsible for the overall operation of the Office of Community Expectations, which investigates and resolves alleged non-academic violations of university policy involving students. Supervises professional staff. Develops and implements strategic plan (including budget) for office operations that promotes consistent, fair, and timely resolution of cases, reduces litigation risk, meets federal and state regulations, ensures fiscally responsible use of resources, reflects USC's unifying values, and includes proactive community education/outreach. Writes and revises university-wide policies related to student behavior; oversees annual update of student handbook. Reviews and updates standard operating procedures as needed; develops and implements office assessment program. Evaluates emerging practices in the field of student conduct for applicability at USC. Serves as primary face of the Office of Community Expectations, interfacing with senior university officials, parents, faculty and staff, alumni, and other key constituencies on matters of student behavior. Produces regular reports of student conduct data for dissemination to internal and external audiences. Identifies trends and develops targeted interventions for campus subpopulations. Triage/evaluates reports involving students who may be on a pathway to violence as part of USC's threat management team. Maintains visibility in the campus community through participation in campus and Student Affairs events. Works closely with other offices that resolve student disciplinary issues (e.g., academic misconduct, residential students, professional schools, EEO/TIX) to promote a common framework for case resolution, recordkeeping, and internal/external reporting.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree		Or
	X	Master's degree	Counseling	Or
	X	Master's degree	Higher Education	

#### 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	Five years of post-Master's experience in higher education, including disciplinary administration, college-age developmental issues, counseling, advising, and crisis intervention.

## 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		Master's degree in higher education/student services, counseling, or related area.
X		Excellent verbal and written communication skills, critical-thinking skills, use of sound judgment.
X		Extensive knowledge of university disciplinary systems and relevant legal issues.
X		Strong command of federal and state regulations impacting this arena.
X		Strong attention to accuracy and detail.
X		A collaborative orientation to internal and external colleagues.
X		Skills relevant to establishing and maintaining successful partnerships with alumni, parents, faculty/staff, administration, members of the community, and other stakeholders.
X		Ability to lead a staff team in achieving goals, reinforcing positive performance and coaching on areas of improvement.
X		Ability to interpret data, distinguish nuances, and evaluate multiple courses of action.
X		Ability to take initiative, balance multiple projects, set priorities, and work independently yet also as a member of a team.
X		Ability to communicate difficult/sensitive information.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides overall direction of the Office of Student Conduct. Receives complaints of non-academic misconduct and assigns to staff for resolution. Directs investigation of reports. Evaluates systems of complaint intake and adapts to changing technologies and needs of the office. Ensures resolution by staff is timely, consistent, and fair. Resolves cases as necessary at peak times. Triage cases for the university's threat assessment team, escalating high-risk threats of student harm to self or others to multi-disciplinary team to further evaluate. Interprets and ensures compliance with all federal and state regulations relating to student conduct management, including but not limited to Clery Act, FERPA, Drug-Free Schools and Communities Act. Develops and implements assessment plan that evaluates program and outcomes objectives consistent with office, divisional and university goals. Develops and manages the operational budget for the office.				
Recruits, hires, and supervises assigned staff. Issues performance appraisals, approves vacation schedules, and initiates various personnel actions. Provides ongoing professional development activities for staff, ensuring continual development of skills and understanding of latest professional developments. Ensures effective training for faculty, students, and staff serving on hearing panels.				
Acts as the public face of OCE, interacting with senior leaders and other key constituencies on student conduct matters. Works collaboratively with others across the university to design and implement programs to increase community awareness of and adherence to university policies. Responds to and ameliorates concerns raised by constituencies (e.g., parents, Athletics, Development) advocating for their interests while preserving integrity of the conduct system. Authorizes disciplinary clearance/background requests for students seeking admission to law schools, medical schools, and other programs. Serves on various committees at divisional and university levels representing interests/goals of office and university (e.g., ex-officio member of Academic Integrity Council).				
Develops and implements communications plan that promotes understanding of office function and student awareness of university expectations of student conduct, including overseeing editing and production of yearly student handbook and publication of yearly statistical conduct data. Negotiates with federal				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
regulators to reach satisfactory resolution of complaints filed by students; provides information to show compliance with federal regulations. Negotiates contracts with outside vendors who provide services for the office. Evaluates vendor performance and implements changes as warranted.				
Develops and implements standard operating procedures in response to allegations of student misconduct. Writes and implements a strategic plan for Office of Community Expectations consistent with university and office missions that promotes fairness, consistency, and timeliness. Evaluates and implements risk- reduction strategies for minimizing threat of litigation and liability exposure. Ensures appropriate safeguards and protocols are in place to preserve integrity of confidential data and management of student conduct records, including for audit purposes. Advises senior university leadership in crisis and other sensitive situations that have wide-reaching implications. Promotes compliance with best practices in the field of student conduct; evaluates emerging practices for applicability at USC.				
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

<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.