



## Associate Director, USC Hospitality Job Description

### JOB INFORMATION

<i>Job Code:</i>	143325
<i>Job Title:</i>	Associate Director, USC Hospitality
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Hospitality
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Participates in the development of assigned departments' strategic vision, mission and budget, and directly or indirectly manages program and administrative staff. Responsible for delivery of services, setting department priorities and performance standards, and developing and maintaining effective relationships with internal and external stakeholders. Participates in the planning and development of department policies and procedures, maintains an awareness of legal and regulatory changes and trends which may affect operations, screens and engages third party vendors, and implements and supports department-wide quality controls and initiatives.

### 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		7 years	
	X	10 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related management experience.
X		Expert knowledge of field.

## Other Job Factors

### JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Participates in the development of the strategic vision and mission of the department(s). Helps defines the strategy, goals and tactics to meet the unit and department(s) objectives.				
Participates in the development and administration of department budgets in conjunction with subordinate managers. Meets or exceeds all assigned budgetary targets. Monitors fiscal performance and looks for variances or trends. Updates projections and forecasts on a monthly basis. Proactively implements corrective actions when financial performance of unit(s) does not meet budget. Approves major expenditures and budget adjustments, as authorized. Analyzes data from detailed reports and drives team accountability.				
Manages the delivery of services for staff, students, faculty and other guests. Sets and communicates department priorities and performance standards, and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes, as appropriate. Develops and maintains systems and procedures to facilitate department operations.				
Directly or indirectly manages program and administrative staff, usually through subordinate managers and supervisors. Recruits, screens, hires, and trains staff, as necessary. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives. Recommends, approves and monitors professional training and development opportunities for staff.				
Participates in the planning, development and implementation of policies and procedures, including development and implementation of training programs, procedural manuals, special projects and major university initiatives. Continuously improves departmental policies and procedures to achieve standardization of best practices and defined policies and procedures. Implements and supports department-wide quality control processes and initiatives. Ensures compliance by all associates and management with all university, local, state, federal rules and regulations, including those related to Public Health, ABC and NCAA.				
Develops and maintains effective relationships with internal and external stakeholders.				
Screens, engages and manages work provided by third-party outside vendors required to effectively complete assignments to established standards, as required. Ensures contract terms are satisfied.				
Maintains awareness and knowledge of current changes within legal, regulatory, and technology environments which may affect operations. Ensures senior management and staff are informed of any changes and updates in a timely manner. Establishes and maintains appropriate network of professional contacts. Maintains membership in appropriate professional organizations and publications. Attends meetings, seminars and conferences and maintains continuity of any required or desirable certifications.				

### 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.