



Office Manager, Center for Work and Family Life

Job Description

JOB INFORMATION

Job Code:	187327
Job Title:	Office Manager, Center for Work and Family Life
FLSA Status:	Exempt
Supervisory:	
Job Family:	Administrative/Clerical Support
Job Family Group:	Administration
Management Level:	5 Manager

JOB SUMMARY

Maintains the Center for Work and Family Life's administrative and business functions. Serves as primary point-of-contact for clients and staff/professionals, greeting visitors, scheduling appointments, and managing numerous calendars. Provides guidance with CWFL employee assistance programming and wellness resources, translating services offered to staff and employees. Acts as a liaison between senior staff and clients, responding to inquiries, assessing counseling needs, and identifying appropriate resources. Responsible for front-of-house duties and establishing efficient office procedures (e.g., data entry, analysis, reports). Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	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		6 years	
	X	8 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		Six years' experience in customer-centered office and business administration.
X		Demonstrated understanding of human resources processes and protocols.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven organizational and decision-making skills, able to coordinate administrative activities in a timely manner.
X		Demonstrated experience supporting onsite and/or remote staff, coordinating meeting and conference logistics for multiple stakeholder calendars. Familiarity with data entry and reporting.
X		Demonstrated problem-solving orientation.
X		Proven interpersonal skills, able to establish strong, positive working relationships and rapport with diverse groups of team members.
X		Experience ordering office supplies, managing purchase orders, and cataloging and maintaining assets (e.g., computers, furniture).
X		Demonstrated written and oral communication skills, with excellent attention to detail and accuracy.
X		Ability to maintain high degrees of confidentiality.
X		Experience with Microsoft Office.
	X	Bachelor's degree in psychology, social work or other related fields, and marriage and family therapy (MFT) certification from an accredited program. Demonstrated knowledge of counseling services and related resources.
	X	Ability to coordinate event logistics and all related tasks and details.
	X	Experience overseeing departmental administration and business operations.
	X	Ability to support concurrent projects and prioritize competing assignments, working with tight deadlines and frequent interruptions.
	X	Experience with material/equipment procurement, processing and budget reconciliation.
	X	Ability to support program development and assist with creation and/or delivery of materials.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Performs administrative responsibilities – budgeting, correspondence, coordination, scheduling, material creation, event logistics, procurement and purchasing, and reporting. Supports and refines office protocols. Maintains currency with university policies and department resources. Upholds standards and ensures systems are updated regularly with client and center data. Serves as a point of contact administrating communication requests from human resources, the university and CWFL itself. Maintains communication with stakeholders to field, research and resolve issues.				
Provides event planning support and coordinates logistics for programs promoting consultation services or wellness programming. Supports program development through collaborations. Prepares fiscal documentation and handles bookkeeping. Drafts program and resource materials for electronic/print distribution. Files and retrieves records, documents and reports. Answers phones and route calls to the correct parties.				
Greets visitors, upholding confidentiality policies and protocols. Responds to inquiries, correspondence, troubleshooting or escalated matters, and resolves issues in a timely manner. Assists CWFL professionals with meeting preparations. Builds and maintains relationships with HR stakeholders to leverage resources and perform responsibilities efficiently.				
Leverages university resources for work completion. Monitors success and troubleshooting for future problem solving. Supports CWFL calendar management (e.g., schedule conflicts). Escalates and routes urgent issues and requests through appropriate channels. Continually develops expertise with CWFL resources, HR policies and basic counseling guidelines. Incorporates constructive feedback from internal/external engagement into continuous process improvements.				
Upholds the principles of the USC Code of Ethics. Demonstrates alignment to CWFL, HR and university strategic plans through words, actions and ideas. Contributes to an inclusive environment, building and maintaining strong cross-functional relationships and a thorough understanding of organizational and university cultures.				

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/			

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.