



Managing Director, Special Projects and Events Job Description

JOB INFORMATION

<i>Job Code:</i>	111069
<i>Job Title:</i>	Managing Director, Special Projects and Events
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Events
<i>Job Family Group:</i>	Marketing and Events
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Oversees the production of board, hospital, and community meetings, conferences, symposiums, and other high-profile events for Keck Medicine of USC, senior leadership, and other key stakeholders. Develops communication strategies for special projects, events, and donor partnerships. Collaborates with marketing teams to create promotional materials and ensure effective outreach. Serves as liaison between donors and relevant stakeholders. Leads the planning and implementation of strategic projects and initiatives, ensuring compliance with all university and hospital policies and procedures.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	

Additional Education

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	working with special events. And
X		5 years	in progressively more responsible management and supervisory roles for comparable programs/functions. Or
	X	10 years	in event, project, or hospital management.

Additional Work Experience

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated successful execution of past events.
X		Excellent written and oral communication skills.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to develop goals necessary to accomplish goals and monitor their implementation, making necessary changes and informing senior management, as needed.
X		Familiar with strategic planning, able to assist in translating organizational vision to division goals.
X		Ability to assess complex situations and make decisions/recommendations across departments and functions.
X		Experience soliciting bids, drafting contracts and monitoring contractors, and with budget development and implementation.
X		Demonstrated client service experience and problem-solving skills.
	X	Multilingual communication skills, fluent in Spanish and/or other languages beyond English.
	X	Experience managing events and/or community relations activities for a university or non-profit organization.
	X	Exceptional attention to detail.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages production of board, hospital, and community meetings, conferences, symposiums, and other events for Keck Medicine of USC, senior leadership, and other key stakeholders. Leads strategic meetings to coordinate logistics, venue selection, catering, and other event-related activities. Creates comprehensive event plans, budgets, and briefing documents, and upon execution, monitors production and expenses and develops event de-briefing regarding evaluation of success. Coordinates agendas and follows up with material as needed. Hires, trains, and manages event/volunteer staff and oversees third-party vendors required to effectively complete assignments.				
Responsible for special projects, donor and other stakeholder communication, and relationship management. Develops strategies to promote special projects, events, and partnerships. Collaborates with marketing teams to create materials ensuring effective outreach. Creates text for promotional pieces, invitations, and collateral pieces.				
Integrates donor engagement strategies into special projects and events, serving as liaison between donors and key stakeholders (e.g., Patient and Family Experience Office) to expedite appointments, treatments, and/or surgery. Escorts patients and families and addresses concerns regarding care, services, and finances; regularly communicates relevant updates to leadership. Plans, coordinates, and implements concierge concepts for international patients, facilitating all medical services (e.g., registration, referrals, travel).				
Ensures collaboration with public relations and marketing staff for pre-/post-event coverage (e.g., publications, social media). Leverages various channels to maximize visibility, attendance, and engagement. Establishes metrics to assess project success using feedback to continuously improve processes and enhance future initiatives.				
Leads and oversees the planning, implementation, and evaluation of strategic projects and initiatives. Collaborates with senior leadership to align projects with the hospital system's mission and goals. Ensures timely and successful project completion within established budgets and timelines.				
Develops effective working relationships, establishing and maintaining an appropriate network of contacts. Maintains currency with other departments and organizations. Ensures compliance with all university/hospital policies and procedures. 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		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,

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.