



**USC** University of  
Southern California

## Student Programs Director

### Job Description

#### JOB INFORMATION

Job Code:	137627
Job Title:	Student Programs Director
FLSA Status:	Exempt
Supervisory:	
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	4 Administrator

#### JOB SUMMARY

Manages multiple student programs through designated managers. Ensures quality programming aimed at enhancing student life. Works in a student center or program such as orientation, residential life, intramurals, international student services, student conduct, student government, testing bureau, etc. This position is not to be used for staff performing student services functions such as admissions, recruitment, financial aid, academic counseling, records and registration, graduation clearance, etc.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 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		Student personnel administration with management experience.

##### Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages multiple student programs ensuring quality services and programming aimed at enhancing student life. Directs other managers in short- and long-term planning, setting goals and strategies, development of program policies and procedures, and ongoing evaluation of program effectiveness.				
Directly or indirectly supervises all staff assigned to unit, usually through subordinate managers and supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit.				
Approves plans for staff training and professional development activities.				
Develops and administers program budgets in conjunction with subordinate managers. Monitors program performance to plan and looks for variances or trends. Approves major expenditures and budget adjustments as authorized.				
Determines program philosophies and direction and sets priorities.				
Resolves problems referred by managers and provides policy and regulatory interpretations as needed. Responds to requests from senior administrators and other university officials for assistance and expertise.				
Establishes group goals, allocates resources and assesses performance against goals. Approves the implementation of program changes or enhancements which are based on program feedback and evaluation.				
Performs internal and external liaison and public relations to promote student programs and services. Develops communications plans to publicize program services. Interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program.				
Researches and identifies external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provide operating and status reports as needed.				
Ensures that planning efforts are integrated with those of other university offices. Negotiates priorities and resolves conflicts in student programming services and activities.				
Directs the development of student training. Provides ongoing evaluation of training needs and oversees the development and delivery of training materials, workshops, seminars, and classes. Assesses the effectiveness of training programs.				
Recommends program planning strategies and policy issues for integration into division short- and long-range planning efforts.				
Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.				

## 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>			No

## 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.