



Director, Community & Student Engagement Job Description

JOB INFORMATION

Job Code:	117091
Job Title:	Director, Community & Student Engagement
FLSA Status:	Exempt
Supervisory:	
Job Family:	Title IX
Job Family Group:	Human Resources
Management Level:	5 Administrator
Assistant Chief Diversity Officer for Communication, Community and Student Engagement	

JOB SUMMARY

Actively drives, develops, coordinates, and maintains strategies, programs, and frameworks aimed at fostering a culture of belonging and engagement based on the university's unifying values and ethical decision-making. Facilitates opportunities for engagement between the university and local community.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Doctorate	

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		Master's degree in higher education or a relevant field.
X		Five years' relevant experience in higher education, with specific emphasis on working with community members and students and understanding the importance of effective and timely communication.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience leading functional and cross-functional team projects with shared objectives.
X		Proven track record of developing relationships with community members, faculty, staff, students, and campus departments.
X		Demonstrated ability to track, manage, and handle matters, especially those of a sensitive nature, with empathy and meticulous detail, and actively following up.
X		Experience with fundraising on the non-profit and/or collegiate level.
X		Detail oriented with exceptional written and oral communication skills, problem-solving abilities, and strong networking skills, with the ability to bring people together.
	X	Fluent in one or more languages in addition to English (e.g., Spanish, Mandarin).

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Interfaces with stakeholders (e.g., development officers, campus departments, alumni associations) to coordinate intentional participation in fundraising initiatives.				
Represents the office to organize community initiatives, networking functions, and social events.				
Coordinates with various community networks, programs, and campaigns (e.g., Neighborhood Academic Initiative, Norman Topping Student Aid Fund, Good Neighbors Campaign) to increase access to opportunities for students and local community members.				
Assists university leaders in crafting messaging around relevant issues, ensuring communications are disseminated on an appropriate, regular basis. Collaborates with related departments to ensure effective communication across student networks, maintaining a high level of awareness around relevant issues in real time.				
Connects students to campus resources as necessary and assists with programming collaboration with schools and departments. Responds to student grievances and provides support to students through empathetic listening, connecting them to proper resources in a timely manner.				
Encourages a workplace culture where all employees are valued, value others, and have the opportunity to contribute through their ideas, words and actions, in accordance with 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: 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.