



Director, Student Engagement Programs Job Description

JOB INFORMATION

Job Code:	138159
Job Title:	Director, Student Engagement Programs
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	5 Administrator
Director, Student Engagement Programs	

JOB SUMMARY

Directs social and/or interest-based programs that provide opportunities that increase student engagement in and out of the classroom and maximize chances for academic and personal success. Ensures quality programming aimed at enhancing student life on university campuses and in surrounding/relevant communities.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
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		7 years	in program specialization
	X	10 years	in an institution of higher education

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		Excellent verbal communication skills and writing skills.
X		Ability to analyze information and problem solve.
X		Demonstrable program administration experience.
X		Ability to develop and maintain budgets.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Strong experience with staff development.
X		Flexibility and adaptability to changing priorities.
X		Strong project management experience.
X		Proficient technology skills.
X		Demonstrated experience interacting with various groups, exercising diplomacy, good judgment and discretion.
	X	Familiarity with local community.
	X	Fluency in one or more language in addition to English (e.g., Spanish, Korean).
	X	Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management.
	X	Proficient with Microsoft Office and or Adobe Creative software.
	X	Demonstrated experience managing multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Determines philosophies and direction for multiple social and/or interest-based programs providing opportunities that increase student engagement in and out of the classroom. Drives ongoing evaluation of program effectiveness, establishing program goals, setting priorities and allocating resources. Assesses outcomes against objectives, and monitors program performance for variances and trends. Approves the implementation of program changes or enhancements based on program feedback and evaluation.				
Directly or indirectly supervises all assigned program staff. Approves/disapproves all work guidance actions within unit. Determines staffing needs based on goals and objectives. Approves plans for staff and student training and professional development activities. Provides ongoing evaluation of training needs and oversees the development and delivery of materials and activities (e.g., leadership seminars, emergency protocols).				
Ensures quality programming aimed at enhancing student life on university campuses and in surrounding/relevant communities with university partners and relevant stakeholders. Develops and oversees internal/external communications and public relations strategies for promoting student engagement programs and services (e.g., fellowship seminars). Establishes and maintains ongoing communications to ensure integrated efforts.				
Resolves problems referred by managers and provides policy and regulatory interpretations (e.g., disciplinary procedures) as needed. Responds to requests from senior leadership and other university stakeholders for assistance and expertise. Negotiates priorities and resolves conflicts in student programming services and activities. Maintains professional currency through active participation and leadership in internal/external associations and committees.				
Directs the development and administration of program budgets. Monitors program performance for variances or trends (e.g., declining membership). Approves major expenditures and budget adjustments as authorized. Determines and/or recommends program salary administration (e.g., raises, reclassifications). Drives the search for external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provides operating and status reports as needed.				
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.