

UNIVERSITY OF SOUTHERN CALIFORNIA

Manager, Student Engagement Programs

Job Code: 138157

OT Eligible: No

Comp Approval: 10/15/2020

JOB SUMMARY:

Manages a social and/or interest-based program program providing opportunities that increase student engagement in and out of the classroom and maximize chances for academic and personal success. Coordinates programming aimed at enhancing student life on university campuses and in surrounding communities.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____	_____	Manages services, strategies and operations for social and/or interest-based programs providing opportunities that increase student engagement in and out of the classroom. Oversees the planning, communication, evaluation and implementation of activities and events. Supports divisional short- and long-range planning, policy formation, and decision making. Sets goals for assigned program and measures performance against objectives.
_____	_____	Recruits, hires, trains and manages program staff. Schedules and assigns work, assessing performance and providing feedback. Counsels or disciplines, as needed. Identifies and recommends opportunities for staff training, professional growth, and development. Oversees the delivery of program-based training (e.g., risk management) and assesses effectiveness, modifying as appropriate.
_____	_____	Coordinates programming aimed at enhancing student life on university campuses and in surrounding communities with university partners and relevant stakeholders. Develops internal/external public relations initiatives to promote student engagement programs and services (e.g., fellowship seminars). Establishes and maintains ongoing communications to ensure integrated efforts.
_____	_____	Provides policy interpretation (e.g., disciplinary procedures) and reviews and decides exception requests as deemed appropriate. Resolves complex issues referred by others and provides technical guidance, as required. Maintains professional currency through active participation and leadership in internal/external associations and committees.
_____	_____	Develops and administers program budgets. Determines fiscal priorities and plans and approves expenditures accordingly. Develops projections for use in future budget planning (e.g., catering). 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.
_____	_____	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.
		Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

Master's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

5 years

Minimum Field of Expertise:

Five years' directly related professional experience in program specialization. Excellent verbal communication skills and writing skills. Ability to analyze information and problem-solve. Demonstrable program administration experience. Ability to develop and maintain budgets. Flexibility and adaptability to changing priorities. Strong project management experience. Proficient technology skills. Demonstrated experience interacting with diverse groups, exercising diplomacy, good judgment and discretion.

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Seven years' experience in an institution of higher education. Familiarity with local community. Fluency in one or more language in addition to English (e.g., Spanish, Korean). Demonstrated experience with office management communication software and tools (e.g., Google suite, Slack, Skype) and social media management. Proficient with Microsoft Office and or Adobe Creative software. Demonstrated experience managing multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations.

Supervises: Level:

Supervises employees and/or student workers.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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