

UNIVERSITY OF SOUTHERN CALIFORNIA

Manager, Teaching Center

Job Code: 140010

OT Eligible: No

Comp Approval: 1/21/2022

JOB SUMMARY:

Manages the day-to-day administration of teaching center operations, programs, and activities. Supervises, trains, and develops teaching center staff and specialists, and manages the development and implementation of teaching center resources, programs, and initiatives that inform best-practices in course instruction, design, and delivery. Researches and identifies trends in emerging educational technology and provides evidence-based recommendations for teaching center utilization and enhancement. Stays informed of developments in field and serves as a key resource for teaching center information.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

- | | | |
|-------|-------|---|
| _____ | _____ | Manages the day-to-day administration of university teaching center operations, programs, and activities for one or more disciplines. Manages the delivery of services to targeted program participants or beneficiaries. Coordinates and supervises daily activities and sets priorities to ensure tasks are completed; ensures program priorities and performance standards are communicated and met. |
| _____ | _____ | Supervises, trains, and develops teaching center staff and specialists as assigned. Manages and communicates ongoing changes in tasks, goals, or performance. Supports hiring, promotional, and salary decisions in accordance with university policy. Provides performance appraisals for staff and determines need for disciplinary action. Coordinates faculty recruitment and involvement as required. |
| _____ | _____ | Manages the development and implementation of teaching center resources, programs, and initiatives that inform best-practices in course instruction, design, and delivery. Plans and conducts quality assurance reviews and recommends changes as well as new program offerings to maintain or enhance program standing as appropriate. Contributes to design of program content, policies, and strategic planning efforts in alignment with university-wide teaching initiatives and large-scale faculty development programs. |
| _____ | _____ | Serves as a pedagogical specialist for faculty and staff as required, providing modeling, demonstrations, training, consulting, and basic support for the use of the university-supported learning management systems, video conferencing platforms, and other university-supported e-learning tools. Analyzes academic programs, courses, and stakeholder input to inform recommendations and |
| _____ | _____ | Researches and identifies trends in emerging educational technology and provides evidence-based recommendations for teaching center utilization and enhancement. Serves as a key resource for teaching center information. Addresses program-related questions and resolves problems. Participates in professional conferences and provides marketing and public relations support for the teaching center as required. 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

Minimum Experience:

7 years

Minimum Field of Expertise:

Five years of experience managing learning programs for adults. Demonstrated experience in management and leadership roles and building and maintaining relationships with stakeholders. Outstanding interpersonal, oral, and written communication skills, with exemplary attention to detail. Experience in higher education and customer service. Proven ability to plan, implement, and coordinate program logistics. Proven project management and problem-solving skills, able to handle multiple timelines, changing priorities, and fluctuating workloads.

Preferred Education:

Doctorate

Preferred Experience:

10 years

Preferred Field of Expertise:

Experience designing and/or delivering pedagogically-based faculty development training for individuals and groups on program and course design and instructional practices, specifically in higher education environment. Experience as a faculty member (part-time or full-time) in the higher education environment. Formal training in instructional design. Expertise in inclusive course design and instructional practices. Competency with LMSs (e.g., Blackboard and Canvas), and video conferencing (e.g., Zoom). Competency in creating video-based and written pedagogical guidance resources.

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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