Student Services Director
Job Code: 137531

Grade: M
OT Eligible: No
Comp Approval: 1/21/2005

JOB SUMMARY:
Manages a comprehensive student services program for a professional school or college. Directs the planning, coordination and delivery of services through subordinate student services managers. Use of this position is restricted to the top staff administrator responsible for all student services within the school or college.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<td>______</td>
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<td>Directs the planning, implementation and management of all student services programs and activities for a professional school or college. Develops short and long term plans and strategies and ensures that subordinate managers develop goals and objectives which are integrated with overall plans.</td>
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<td>Directly or indirectly manages all staff assigned to student services programs through subordinate managers and supervisors. Determines staffing needs based on long term plans and strategies. Reviews and approves salary administration practices including raises, promotions and reclassifications. Approves staff professional training and development plans.</td>
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<td>Plans, develops and manages program budgets determining fiscal priorities and allocating funds accordingly. Approves or disapproves major expenditures and recommends budget amendments as appropriate. Monitors the budget performance of subordinate managers and ensures variances are explained and corrected as needed. Provides financial analyses, projections and reports to support budget development and management.</td>
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<td>Participates in school or college long range and short term strategic planning.</td>
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<td>Directs the development and administration of program internal policies, procedures and information systems. Stays current on university policies and procedures and agency regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, graduation requirements, petitions and other student services. Ensures staff are kept informed of changes and updates.</td>
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<td>Reviews and assesses operations and services for effectiveness and efficiency. Implements changes as needed to improve delivery of student services.</td>
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<td>Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents University and/or unit, as assigned or appropriate.</td>
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<tr>
<td><em>E</em>____</td>
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<td>Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.</td>
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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:**

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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:**
- 5 Years

**Minimum Field of Expertise:**
- Managerial experience in student programming or services

**Preferred Education:**
- Doctorate

**Preferred Experience:**
- 7 Years

**Preferred Field of Expertise:**
- Knowledge of USC student and academic programs, policies and procedures

**Skills:**
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial Skills
- Marketing
- Mediation
- Negotiation
- Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/Training

Supervises: Level:
Manages through subordinate supervisors

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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