

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2026**

ASSOCIATE DIRECTOR OF NEW STUDENT ORIENTATION

FLSA STATUS: EXEMPT - PAY GRADE: 20 - P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Associate Director of New Student Orientation supports the planning, coordination, and delivery of orientation programs by managing daily operations, logistics, and staff supervision. This role ensures both in-person and online orientation experiences are efficient, engaging, and aligned with institutional goals. Major duties include overseeing program logistics, leading online orientation management, supervising and training staff, and collaborating with campus partners. The position also focuses on enhancing the student experience, addressing barriers to participation, and using data and feedback to improve program effectiveness.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Coordinates and delivers orientation programs by planning schedules, securing spaces, organizing materials, and adjusting in real time for attendance and operational challenges to ensure a seamless, consistent, and high-quality onboarding experience.

Manages the online orientation by creating, updating, monitoring digital content, and troubleshooting student issues to provide an accessible, engaging, and effective virtual onboarding experience.

Directs the work of assigned staff and student workers by coordinating schedules, providing guidance, and reviewing work to support effective program operations.

Oversees day-to-day program operations by adjusting schedules, staffing, and workflows in response to attendance and operational demands.

Coordinates communication and program content with campus partners by aligning timelines, materials, and presenter participation to ensure accuracy and consistency.

Monitors and evaluates program effectiveness by tracking participation data, analyzing trends, and implementing process improvements to increase operational efficiency.

Maintains program materials and documentation by developing and updating guides, schedules, and reporting tools to support standardized program delivery.

Resolves operational issues and escalated concerns by assessing situations, applying established procedures, and coordinating with appropriate departments to ensure timely resolution.

Supports program planning and implementation efforts by contributing to scheduling, resource allocation, and process coordination in alignment with departmental objectives.

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Ensures compliance with institutional policies and procedures by applying established guidelines in program delivery, communications, and operations.

Provides a positive experience for prospective, new, and current students in pursuing their educational goals, including contact, admissions, advising, and other pertinent information.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned student assistants and/or employees.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and three (3) years of related experience in orientation, student services, enrollment management, recruitment, or related field.

PREFERRED QUALIFICATIONS

Bachelor's degree in Higher Education, Student Affairs, or a closely related field from a regionally accredited institution and five (5) years of leadership experience in higher education, including experience coordinating programs or leading day-to-day operations.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

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Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 6/2/26