

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

DIRECTOR OF NEW STUDENT ORIENTATION

FLSA STATUS: EXEMPT - PAY GRADE: 24 - A

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Director of New Student Orientation provides strategic leadership, direction, and oversight for the College's comprehensive new student onboarding experience, including the design, implementation, and ongoing assessment of orientation programs across all campuses and modalities. This position is responsible for establishing a cohesive, student-centered onboarding framework that supports enrollment, first-term readiness, persistence, and student success. The Director manages departmental resources, including budget and staff, to ensure effective and efficient program delivery.

The Director of New Student Orientation collaborates closely with Academic Affairs, executive leadership, and cross-functional partners to align onboarding strategies, communications, and processes. Using data-informed decision-making, the role evaluates program effectiveness, identifies opportunities for improvement, and advances initiatives that enhance student engagement, retention, and completion.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provides strategic leadership for New Student Orientation by establishing long-term vision, goals, defining measurable goals, and developing scalable program models aligned with enrollment, retention, and student success priorities.

Directs the design, implementation, and continuous enhancement of orientation programs by establishing standards, evaluating program effectiveness, and ensuring consistency across campuses, locations, and delivery modalities.

Builds and sustains collaborative partnerships with Academic Affairs, executive leadership, and campus stakeholders to ensure alignment and integration of onboarding initiatives across the institution.

Leads cross-functional coordination with Recruitment, Admissions, Advising, Financial Aid, and Student Services to align communication strategies, timelines, and processes, ensuring a seamless transition from prospect to enrolled student.

Oversees assessment and continuous improvement efforts by analyzing orientation, enrollment, and persistence data; identifying barriers to student success; and implementing data-informed enhancements.

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Develops and leads first-year transition initiatives that extend beyond initial orientation to promote ongoing student engagement, connection, and academic success.

Manages departmental operations, including budget development and oversight, staffing structures, resource allocation, and operational planning to ensure effective program delivery.

Represents New Student Orientation in institutional committees, initiatives, and planning efforts; contributes to college-wide enrollment and student success strategies.

Oversees the development and dissemination of onboarding communications and materials to ensure clarity, consistency, and accessibility across all student populations.

Supervises and evaluates assigned staff; provides mentorship and leadership to staff; completes annual performance reviews and semi-annual check-ins; conducts and manages hiring, training, and supervision of staff. Provides coaching and facilitates professional development opportunities.

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 is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of related experience in student services, enrollment management, or a related functional area.

PREFERRED QUALIFICATIONS

Master's degree from a regionally accredited institution and five (5) years of related professional experience in higher education, including demonstrated leadership of orientation, onboarding, or enrollment-related programs.

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.

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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.

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