

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2024**

**ASSOCIATE VICE PRESIDENT, ENROLLMENT OPERATIONS & STUDENT FINANCIAL AID**

**FLSA STATUS: EXEMPT – PAY GRADE: 29 - A**

**JOB FAMILY: SENIOR ADMINISTRATION JOB FUNCTION: EXECUTIVE MANAGEMENT**

**GENERAL STATEMENT OF JOB**

The Associate Vice President, Enrollment Operations & Student Financial Aid leads and oversees Financial Aid, Enrollment Operations, Records, and the Registrar. Leads, manages, and oversees the College's Enterprise Management System (EMS) related to student records and processes, and ensures the accuracy and integrity of college records.

Assists, in partnership with Academic Affairs, registration, enrollment verification, grade processing, college degree requirements, degree audit and certification, and course scheduling.

Leads and oversees development and maintenance of the Academic Advisement Report (degree audit) based on approved College curriculum, transcript evaluation, and processing.

Leads, with partnership from Academic Affairs, planning and execution of commencement, production of the college catalog, and development of the college academic and operations calendars.

Coordinates and manages all aspects of financial aid programs, and ensures training and compliance with all FERPA, HIPAA, federal, state, and institutional financial aid regulations, policies, and procedures.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Leads the planning and delivery of all student records processes and functions, to include admissions processing, maintenance of key academic processing dates, class registration, transcript evaluation, and posting of credit for prior learning, degree plan encoding and degree audit, faculty grade and attendance input, GPA calculations, student graduation, and transcript processing and maintenance.

Leads and ensures academic record integrity; determines standards for records integrity and data accuracy; develops and implements processes for ensuring quality of both hard copy and digital records; develops and implements in-house audit procedures to ensure compliance with federal/state regulations and institutional policies. Troubleshoots data inconsistencies and resolves with both internal and external constituents. Validates and certifies official documents on behalf of the College. Develops procedures for the use of various technology platforms; develops training and communications plans for procedures and procedural changes and/or modifications.

Oversees and administers the Student Affairs & Enrollment Management IT platforms, to include the Campus Solutions module of the ERP and EAB Navigate; works with Information Technology (IT) to ensure smooth data access and transfer with connected partners such as National Student Clearinghouse, SEVIS, NSLDS, FASTER, and others.

Ensures compliance in the admissions process for both citizen and non-citizen students. Develops and implements processes for determining high school graduation or equivalency, Florida residency for tuition purposes, and eligibility for chosen degree program. Consults and coordinates closely with internal partners to ensure departmental/program requirements align with state guidance. Leads development and implementation of procedures for admitting international students; develops tools to help staff determine which visa types are permissible for admission to a Florida College System institution.

Plans, organizes, manages, and/or supervises financial aid programs and scholarships; develops, implements, and interprets relevant state and federal regulations, policies, procedures, and/or guidelines; develops and implements training and communications plan to stakeholders; consults with college partners on new policies implementation and operationalization.

Serves as subject matter expert in issues related to FERPA, Florida Residency, student data collection and encoding, metamajor and transfer intention data collection and reporting, FCS/FSUS transfer credit guidance, and other key regulations.

Ensures the accurate and timely submission of data for internal and external requestors as necessary and allowed under state and federal law, to include National Clearinghouse, US Military, SEVIS, and NSLDS. Evaluates and responds to requests for data; develops QA processes and procedures to ensure data accuracy, validation, reconciliation of error reports, and timely data submission.

Ensures accuracy, relevance, and completeness of the editorial content of the college catalog related to student records and financial aid application, registration, admissions, degree planning, graduation, and FERPA. Collect edits from stakeholders; make changes as necessary to content; collaborate with academic affairs partners; review edits for accuracy; provide ongoing maintenance to the catalog.

Oversees and supports collegewide student focused enrollment operations and financial aid programs.

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the Vice President of Student Affairs & Enrollment Management.

### **SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

### **MINIMUM QUALIFICATIONS**

Master's degree from a regionally accredited institution and five (5) years of related higher education leadership experience in student affairs/enrollment management. Experience leading cross-functional frontline and back-office teams.

### **PREFERRED QUALIFICATIONS**

Master's degree from a regionally accredited institution in higher education leadership or a related field and seven (7) years of experience in higher education leadership roles, specifically enrollment management, orientation, admissions, financial aid, student records, advising, and

student engagement. Experience with strategic insight utilizing data analysis. Experience in translating organizational issues into strategic plans. Experience with Student Information Systems and Enterprise Resource Planning systems. [SE1]

**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.

**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:** 12/2/24