

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2018**

**VICE PRESIDENT OF STUDENT SERVICES**

**FLSA STATUS: EXEMPT – PAY GRADE: N/A**

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

**GENERAL STATEMENT OF JOB**

The Vice President of Student Services is responsible for college wide leadership in planning, implementing and evaluating a comprehensive student success plan that emphasizes and promotes a culture of student-centered support services, student retention and student achievement. This position provides college wide coordination for the development and implementation of policies and procedures guiding recruitment, admissions, registration, advising, orientation, financial aid, student placement, the Office for Students with Disabilities, and collegiate life, including athletics. The Vice President of Student Services works collaboratively with Marketing and Communications to ensure accurate and timely communication with students on issues related to student enrollment and takes the lead role in developing and facilitating enrollment management initiatives.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Provides college wide leadership for student development, student retention and student success strategies, including initiatives related to the integration of student services with academic areas, in both credit and non-credit programs.

Provides leadership in the development of policy and procedures related to Recruitment, Admissions, Registration, Records, Assessment, Advising, Student life and leadership, (including PTK, All Florida/USA team, and Commencement activities), Career Development Centers, Service Learning, and Student Conduct.

Takes the lead in ensuring the timeliness and accuracy of web/catalog information related to all areas of student services, and in facilitating appropriate, communication to the College community on student services critical dates, issues, and related information.

Provides leadership and functional coordination to AVP for Student Success and Dean of Students regarding consistent implementation of College policy and procedure across all locations.

Monitors, communicates and facilitates information and application of state and federal statues, rules and regulations across campuses as they apply to Student Services functions, including the timely submission of data and information requested/required by the Florida Department of Education.

Works with IT to coordinate, update, and upgrade student services software and support technologies as appropriate/needed.

Supervises Director of Financial Aid on process activities, and financial aid policies and procedures.

Supervises Director, Athletics and provides oversight for related Title IX requirements, and program expenditures.

Works with other administrators to ensure comprehensive approach to strategic enrollment.

Provides oversight for pre-collegiate programs.

Works closely with AVP for Strategic Priorities to facilitate the integration of QEP initiatives as a component of services for all students.

**SUPERVISION RECEIVED**

Supervision is received from the College President.

**SUPERVISION EXERCISED**

Supervision is exercised over assigned staff, including but not limited to the AVP for Student Success, the Dean of Students, the Registrar, the Director of Athletics, and the Director of Financial Aid.

**MINIMUM QUALIFICATIONS**

Requires a Master's degree from an accredited college or university supplemented by at least ten (10) years of relevant experience.

**PREFERRED QUALIFICATIONS**

A doctorate in relevant area from an accredited college or university with at least five (5) years of increasingly broader higher education administrative and/or teaching experience.

**KNOWLEDGE AND CHARACTERISTICS**

Strong personal integrity and enthusiasm. A strong commitment to meeting student needs and providing a quality educational experience for all students. A commitment to student success and support of the teaching, and outreach missions of the College and economic development. An understanding and appreciation for the role of the state colleges in meeting the needs of the region and state. An understanding of, and commitment to, fiscal responsibility in support of student services and administrative effectiveness and efficiency. A commitment to shared governance.

**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: August 2018