

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 1996**

SENIOR SUPPORT SPECIALIST

FLSA STATUS: NON-EXEMPT - PAY GRADE: 6 - C

GENERAL STATEMENT OF JOB

Employees in this category provide diversified routine clerical support for one or more functional areas of the college. Employees in this class have the ability to accept/perform more complex duties based on a six month to one-year exposure in department specific matters. Position may instruct and guide entry level/part time personnel depending on the size of department of assignment and volume of work processed. Assignments are of short duration, generally completed within a day.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Maintain inventory and requisition office supplies and equipment.

Receive, open, and sort incoming mail; prepare responses and replies when applicable.

Coordinate supervisor's schedule and maintain the department calendar, i.e., travel, meetings.

Maintain filing system, to include budget materials, personnel and student files where applicable, and other department specific documents.

Operates typewriters and/or word processors in preparing or transferring various information to prescribed formats, i.e., student records, correspondence, memoranda, reports.

Operate a variety of modern office equipment in performing routine clerical support tasks, i.e., facsimile machines, copy machines, calculators, computer terminals, phone systems.

Perform high level clerical duties related to budget documentation, department accounts, personnel records, in-service training, time sheets.

Reviews expenditures against budget allocation; processes payments where applicable.

Compile and assemble data and information for supervisor's use in planning and decision-making.

Prepare routine departmental reports, and assist in the preparation of complex/special reports.

Arrange staff meetings, prepare agendas, and take and transcribe minutes where applicable.

Provide routine clerical support in other areas as needed, i.e., reception, switchboard relief.

Perform related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator or professional.

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SUPERVISION EXERCISED

Supervision may be exercised over student workers.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency degree.

PREFERRED QUALIFICATIONS

Requires a high school diploma or high school equivalency degree supplemented by two (2) years of related experience.

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.

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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 1996; Revised 11/98