

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2015**

ADMINISTRATIVE SPECIALIST - STUDENT SUCCESS

FLSA STATUS: NON-EXEMPT – PAY GRADE: 7 – C

GENERAL STATEMENT OF JOB

The Administrative Specialist in Student Success performs routine administrative support tasks and functions. Based on specific training, individuals in this position generally perform routine administrative tasks and data entry but may occasionally be asked to complete moderately complex assignments.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Performs routine document processing, imaging, and request fulfillment including, but not limited to, imaging of transcripts, transcript evaluations, transcript requests, enrollment verifications, information requests, and records management.

Compiles and assembles data and information as required; regularly prepares routine reports; occasionally prepares complex/special reports.

Uses a variety of office equipment and prepares various information in required formats including but not limited to student record documents, letters and correspondence, memoranda, and reports.

Maintains filing systems for relevant student records; coordinates internal and external communications and mailings as assigned.

May supervise student assistants depending on the needs of assigned department and volume of work processed.

During peak enrollment periods, directly works with students on campus; performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned student assistants.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency degree supplemented by two (2) years of experience in administrative support functions.

PREFERRED QUALIFICATIONS

An Associate's degree supplemented by three (3) years of experience in administrative support functions.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

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Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

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

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

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 rapidly and accurately in operating modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, 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). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 4/15