

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2016**

MILITARY PROGRAM SPECIALIST

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

FLSA STATUS: NON-EXEMPT - PAY GRADE: 13 - C

GENERAL STATEMENT OF JOB

The Military Program Specialist provides technical knowledge and assistance on College and Department of Defense (DoD) programs for military and veteran students in all areas of academic development by providing information that will help the student achieve their goals. Employees in this position utilize the practice of developmental advising to identify the needs of military and veteran students from diverse backgrounds in order to appropriately advise them on a broad range of student success processes, procedures and services. Specialist assist with application and registration processes and provides expertise in a variety of DoD, Coast Guard, National Guard and Veterans' Affairs specific systems and programs.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Advise military/veteran students in all areas of student services and academic achievement including but not limited to:

- Application/admission/enrollment process
- Academic planning based on educational, career and personal goals
- Program of study/course selection
- Assessment and placement
- Records and registration process
- Payment process
- Orientation
- Student services resources and referrals

Act as a catalyst in the academic and social integration of the student into campus life; assist in identifying educational, career and personal goals; advocates those programs and services that students require to be successful in their academic career pursuits.

Assist military/veteran students with the application process and make sure they have the necessary residency documents.

Assist military/veteran students with the process of providing necessary academic documents and transcripts.

Advise military/veteran students on program types and program and course requirements.

Assist military/veteran students in selecting a primary program of study and advises students on the implications of changing their program of study and/adding a secondary program of study.

Identify appropriate assessment for the selected program of study; interprets assessment scores and selects appropriate placement.

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Assist undeclared and undecided military/veteran students and refers to appropriate individual for additional support.

Assist military/veteran students with payment and student account process and procedures.

Act as a referral resource to military/veteran students which may assist in their educational, career and/or personal development.

Maintain advising related student records with the necessary information for each individual student, i.e.; progress towards major and degree requirements, goals and objectives, information, and concerns.

Collaborate with faculty and college-wide staff to develop and implement student success strategies.

Assist in planning and developing professional development for the staff. Serve as requested on college committees.

Know and act in accordance with the rules and regulations of the Service Members Opportunity College (SOC).

Compile, prepare and upload files for Air Force (A1) Portal Grade Reporting. Maintain Air Force website with up-to-date information, classes and tuition changes for active duty Air Force GEM students.

Check Tuition Assistance payments for accuracy and process.

Provide one-stop academic guidance and work with students to overcome all adversity to ensure they have a smooth transition into the college experience.

Provide for the security and confidentiality of student records and maintain confidentiality in student advising.

Serve as primary point of contact for military and veteran-focused programs.

Compile and analyze data for statistical reports; generate reports for internal and external distribution.

Participate in Education Fairs and Career Fairs to market College programs and recruit military students

Perform related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Employee may perform in a lead capacity directing support staff or student assistants as assigned.

MINIMUM QUALIFICATIONS

Associate's degree in a related field from an accredited college or university supplemented by three (3) years of related work 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.

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.

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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: 6/2016