

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2026**

MILITARY PROGRAM SPECIALIST

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

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. This position utilizes 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. The Military Program Specialist assists with application and registration processes and provides expertise in a variety of DoD, United States Armed Forces and Reserve Forces (Air Force, Army, Coast Guard, Marines and Navy), and the National Guard (Army and Air) and Veterans' Affairs specific systems and programs.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provides comprehensive academic and student services advising to military, veteran, and dependent students by guiding them through the application, admission, and enrollment process; supporting academic and career planning; assisting with program and course selection; interpreting assessment and placement; facilitating records and registration steps; explaining payment and financial processes; delivering orientation support; and connecting students with appropriate college resources and referrals to ensure successful progression and goal attainment.

Processes daily Military Access Control (MAC) forms, Student Agreements, and Enrollment Request Forms to ensure students meet military base access requirements.

Tracks and reports daily campus and base activity, including student volume, Tuition Assistance (TA) vouchers, Postsecondary Education Readiness Test (PERT) results, and Veterans Affairs (VA) documentation.

Administers secure Postsecondary Education Readiness Test (PERT) assessments for walk-in students to support accurate and compliant course placement decisions.

Supports classroom scheduling, facility readiness, and maintaining a professional learning environment, including ensuring classrooms are prepared, equipment is functional, and instructional spaces meet on-base requirements.

Reviews, verifies, and processes tuition assistance in accordance with each military branch's requirements.

Maintains compliance with the Family Educational Rights and Privacy Act (FERPA), Department of Defense (DoD) policies, Veterans Affairs (VA) regulations, and Servicemembers Opportunity Colleges (SOC) requirements while ensuring the security and confidentiality of all student records.

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Acts as the primary point of contact for military and veteran-focused programs, collaborating with faculty, college offices and installation partners to support student success.

Compiles and analyzes statistical reporting on academic activity, enrollment, TA usage, and student success data for college and military stakeholders.

Represents the College at Education Fairs, Open Houses, and military community events to promote FSCJ programs and engage prospective students.

Creates a student-centric culture on campus/center that is positive and supportive.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

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

MINIMUM QUALIFICATIONS

Associate's degree in a related field from a regionally accredited college or university and three (3) years of related work experience.

PREFERRED QUALIFICATIONS

Bachelor's degree in Education, Counseling, Public Administration, Social Sciences, Human Services, or a related field from a regionally accredited college or university and two (2) years of experience working with military, veteran, or active-duty students in a higher-education or military education setting.

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

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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: 6/2016

Revised: 3/26/2026