

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

ENROLLMENT COACH

FLSA STATUS: NON-EXEMPT PAY GRADE: 12 - C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Enrollment Coach serves as a general source of advice and information for new and readmitted students. Individuals in this position possess a general level of knowledge on a wide variety of topics including admission, orientation and registration, and program offerings. Individuals in this role provide assistance to students in the implementation of admissions/enrollment services including application, readmission, residency, student portal, scholarships and student aid. These individuals develop knowledge as an on-going process, attending professional development opportunities and trainings to ensure that they always deliver the most accurate information and excellent service to students. Individuals in this position advise students as a primary duty, but are called to assist with special events and programs, as needed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Performs enrollment and admissions functions for students at a campus. Resolves enrollment, veterans, and financial aid problems for students.

Maintains general knowledge of and advises students on their admissions experience including, but not limited to: orientation, registration, scheduling advising appointment, and referral to other student support resources as needed.

Responds to general student inquiry through a variety of communication methods, including in-person, video-conferencing, telephone, email, and other communication modalities; refers students to subject matter experts as appropriate when subject specific advising is required; provides general information on college admission and student success topics; provides information on relevant available programs, program admissions, program costs, and financial aid implications; Makes notes in ERP on admission advisement sessions.

Assists students with learning and navigating the College website and student portal for important information and dates; assists with facilitation of college events including but not limited to orientation, open house and welcome events, and commencement.

Partners with academic advisors to plan and deliver orientation presentations to prospective students, newly admitted students; provides accurate information to instructors, students and the public.

Serves as liaison for students with deans, faculty and college administration staff; Stays current and relays college policies to students and staff.

Coordinates and conducts campus and off campus registrations. May create displays and exhibits which promote the college.

Processes and scans documents for students, staff and faculty as needed.

Performs related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned student employees.

MINIMUM QUALIFICATIONS

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

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by three (3) 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 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 of time at a keyboard.

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. Requires ability to speak with and before others with poise, voice control and confidence.

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 and efficiently using counseling and marketing terminology and 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; 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: May not require 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: 07/2018; revised 11/2018