

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2017**

ACADEMIC AND CAREER COORDINATOR

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Academic and Career Coordinator will provide specialized assistance with all processes related to student services, i.e. intake, enrollment, assessment and placement, registration, academic advising, orientation, retention and developing career pathways, provide referrals for other support services as needed. Incumbents in this position will utilize the practice of advising to identify the needs of students from diverse backgrounds in order to appropriately advise them on a broad range of student success processes, procedures and services. Incumbents will follow up with and track students to ensure academic and career goals are met. Work cooperatively with faculty, program staff, and community agencies to identify issues that affect student retention.

This position is involved with non-native speakers of English, serving the English for Speakers of Other Languages Program much of the time. This non-credit program, along with Adult Education (Adult Basic Education, Adult High School, GED) serves students preparing to join the workforce or to pursue further education at FSCJ. Important traits for the ACC include familiarity with working with other cultures, patience and understanding in all communication, a recognition of the vulnerable nature of these students (due to language limitations, cultural differences, and/or previous experiences with education). The ACC needs to be approachable while providing critical information. The ACC should also be resourceful in finding ways to communicate, especially with lower-level students.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Advise students in all areas of student services and academic and career achievement.

- Application/Admission/Assessment/Orientation/Enrollment process (i.e. registration, course selection).
- Establish cooperative relationships with program faculty and staff in order to identify students who need assistance.
- Identify appropriate College and community resources to assist students in overcoming obstacles to attending college.
- May provide follow-up on student referrals to ensure student academic objectives are met.
- Develop and implement strategies for providing enhanced program-specific advising and support services to students.
- Appropriately use technology to track student contacts and follow-up to ensure quality of service.
- Participate in College recruitment efforts and recommend/implement strategies for increasing registration of students who have applied for college programs.

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.

ACADEMIC AND CAREER COORDINATOR - Page 2

Assist students with the application process, orientation, scheduling assessments and processes to transition to postsecondary academic programs.

Assist students with navigating the College registration and email system.

Act as a referral resource to 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.

Utilize on-line tracking system for early identification of at-risk students and contacts the student to provide success strategies, services and resources and provide retention support for students.

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.

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.

PREFERRED QUALIFICATIONS

Bachelors' degree in Education or a related field from an accredited college or university with at least three (3) years of experience working with non-native English speakers, working in adult education, college advising, and /or student services.

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.

ACADEMIC AND CAREER COORDINATOR - Page 3

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.

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: 2017; Revised: 06/2018; revised 02/2019