

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION,2024**

INSTRUCTIONAL SUPPORT SPECIALIST

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

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

GENERAL STATEMENT OF JOB

The Instructional Support Specialist provides a broad range of instructional support services for the assigned program area including communication facilitation, scheduling tasks, filing and records keeping, data entry and document preparation and other administrative support for instructors related to software and instructional records and materials.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

Serves as point of contact for new instructors, potential adjuncts, and/or students and provides onboarding information and training. Creates and maintains course and student records and documentation.

Responds to phone calls and emails regarding course requirements and other course related information.

Provides support for instructors in accessing curriculum outcomes, using recommended materials, understanding testing procedures, and retrieving assessment data reports.

Coordinates all instructional software usage: provides student data to software companies, ensures correct instructor account assignment, informs administrators of issues as needed, and supports instructors in using instructional software.

Coordinates book distribution, tracks book needs, and aids in book retrieval. Purchases and tracks faculty inventory and supply requests. Creates bar codes for new inventory.

Creates and maintains attendance-tracking documents. Reviews attendance records for completion and accuracy. Notifies instructors, instructional program managers, and retention specialists of attendance problems.

Schedules, prepares for, and/or participates in new instructor orientations, open houses, department presentations, and/or events as needed.

Meets with supervisor to discuss scheduling and other student needs. Encodes classes as needed.

Enrolls students and instructors in available classes. Generates student invoices for classes. Completes any required forms or documentation needed by students.

Provides excellent customer service to all employees to support a Collegewide student-centered culture.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

May exercise supervision over assigned student assistants and/or employee support staff.

MINIMUM QUALIFICATIONS

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

PREFERRED QUALIFICATIONS

Bachelors' degree in Education or a related field from a regionally accredited college or university with three (3) years of related experience working with faculty.

**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.

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: 5/2018

Revised: 8/21/24