

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2022**

EDUCATION AND CAREER SPECIALIST

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Education and Career Specialist serves as the primary first contact for the assigned program area.

May work in collaboration with the Military Affairs and Veterans Services Department leadership and College administrators.

May assist with development and implementation of outreach and recruitment initiatives to increase program participation.

May work individually with students to provide ongoing guidance to support academic success through academic advising, career planning, academic success coaching, and coordinated referrals for academic and student support services as they work to complete their degree.

May provide information and support to all college constituents and external entities regarding Career Services Operations.

May manage a comprehensive database and serve as the lead for career center technology resources. Tracks and reports all pertinent data used for formal reporting to management.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

May serve as front line representative for Career Services virtual lobby, fielding inquiries, providing information and general advising, scheduling appointments, and/or connecting students with advisors for virtual walk-in appointments.

Provides direct services and information to students, college staff, employers and the general public. Assesses needs and serves to triage issues as they present.

Communicates regularly with internal college stakeholders, local civic organizations/NPOs and employer/business community members related to Career Services at FSCJ

Manages a relational database which tracks jobs, employers, referrals, experiential learning opportunities, placements, career services events/activities, etc. Customizes the database as needed and builds and runs reports within Symplicity CSM to gather information for reporting purposes.

Moderates and tracks all career services activities using various data collection methods and resources. Leads data gathering efforts and ensures the outcome information related to student and employer engagements is up to date.

Approves recruiting employers and job/internship postings.

Manages and tracks all job placement data by conducting electronic and hard copy surveys of employers and students, customizing surveys, making follow-up phone calls for additional data, and organizing and maintaining detailed records of the outcomes. Develops and deploys surveys to gather necessary data. Regularly “nudges” students and employers for career outcome data. Initiates regular communications to connect stakeholders, promotes opportunities and strengthens partnerships.

Prepares a variety of statistical reports Utilizes CSM reporting functions to produce comprehensive reports regarding career services, employer relations, and/or placement outcomes collegewide.

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SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

May act in a lead or supervisory capacity directing support staff, as assigned.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university and two (2) years of related experience.

PREFERED QUALIFICATIONS

Two (2) years of experience in database management/reporting, information gathering, customer service/relationship building, recruitment, advising, student services, communications, marketing, public relations, customer service, and/or related fields.

MINIMUM QUALIFICATIONS OF 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 Concepts: 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.

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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: 2/24/22