

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

EDUCATION AND CAREER SENIOR SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE: 15 – C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Education and Career Senior Specialist serves as the coordinator and lead for the assigned program area. Leads program activities, interfaces with College and community organizations, tracks program participation, and prepares statistical reports for management. Assists with the development and implementation of outreach and recruitment initiatives to increase participation in specified programs.

May lead and coordinate a comprehensive, college-wide, experiential learning (EL) (AKA Internship) program (tracking, vetting placements, reporting, coordinating job shadow program, administratively facilitating enrollment). Connects with academic program managers/faculty on issues including internship placements, promotion, planning, scheduling, enrollment problem solving issues related to student experiential learning.

May lead and coordinate a centralized employer relations (ER) by coordinating career services employer relations program and tracking college wide employer relations activities (tracking, vetting targets, reporting). Conducts outreach efforts with external entities to develop and strengthen relationships between employer partners and the FSCJ community, supporting career-related needs of students and alumni. Manages CSM-Client Relationship Management efforts and serves as the main point of contact at the college for employers to increase job/internship opportunities.

May lead and coordinate on-campus and off-campus student employment processes (eligibility, paperwork processing, and placement). Maintains budgets related to student employment. Supervises off-campus student employees by collaborating with community organizations. Organizes and facilitates student recruitment efforts. Works in partnership with hiring managers to find and select the right candidates by creating transparent job descriptions that help to minimize turnover and increase student job satisfaction.

May work in collaboration with the Military Affairs and Veterans Services Department leadership and College administrators and serve as the primary contact for active and prospective students in specified programs. Works individually with each student to provide ongoing guidance to support his or her 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.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

Cultivates new and existing partnerships, collaborates, and communicates with students, internal college stakeholders, local civic organizations/NPOs, military partnership organizations, BILT advisory boards, professional organizations, UNF, and/or employer/business community members related to experiential learning program and course scheduling, service learning, program reporting, employment, and/or career programs at FSCJ.

Conducts market research to identify organizations that could expand Career Services base of employers and surveys employers to identify employment trends relevant to FSCJ program areas.

Develops and initiates regular and strategic communications for current and prospective students, employers, and other stakeholders, related to program information, timelines, deadlines, and partnerships.

Manages program processes such as creating and posting job openings, reviewing required paperwork for student requests for program participation, determining eligibility, executing the approval process, providing permission for enrollment/participation, new hire paperwork and documentation, presentations to businesses, hosting employer events, and/or student employee orientation.

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Advises and counsels employers with regard to the most effective means of identifying potential job candidates to meet staffing needs, including campus recruitment, job postings, internships, career fairs, class/organization presentations, and resume searches. Markets student engagement options to new and current employer partners.

Recruits student, alumni and employer participants, provides workplace expectations orientation, and matches students with requested experiences, classes, and/or workplace placements, and offers a space for reflections.

Utilizes CSM reporting functions to produce a variety of comprehensive and statistical reports regarding student success, retention, service-learning hours, graduation, and transfer rates; student and employer engagement in program activities; an annual report with student and cohort data; qualitative findings and recommendations from student and faculty surveys; recommendations for ongoing program review and improvement; student course and degree progress; budget analytics; and/or student academic standing in specified programs relative to term and cumulative grade point averages.

Coaches students in areas of need (employability skills, resumes, interview, etc.).

Maintains regular contact and works individually with students to support their academic success through admissions and enrollment requirements, financial aid options and requirements, academic advising, career planning and development, academic success coaching, strategies for completion, internships, employment, and coordinated referrals for academic and student support services.

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 three (3) years of related experience in direct student support, program management, administration, and/or customer service/relationship building.

PREFERED QUALIFICATIONS

Master's degree in Counseling and Career Development and three (3) years of experience in developing and managing student internship and employment opportunities with area employers of choice, direct sales, client relations management, and/or program management.

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.

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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: 2/24/22