

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2021**

**STUDENT SERVICES LEAD SPECIALIST**

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

**JOB FAMILY: STUDENT SERVICES    JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Student Services Lead Specialist works in collaboration with the Recruitment and Admissions Department leadership and College administrators. This position will assist with the development and implementation of outreach and recruitment initiatives focused on available degree programs and opportunities. Individuals in this position possess a general level of knowledge on a wide variety of topics including admissions and enrollment requirements, program offerings, financial aid and other educational funding options, and student engagement. In addition to representing the institution at recruitment events throughout our service area, this position will also assist in planning and implementing Collegewide and special events focused on student recruitment efforts. This position is responsible for developing communication and outreach strategies focused on providing access to prospective students seeking to enroll as well as providing support to institutional programs on their directed outreach and recruitment efforts.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Arrange and conduct recruitment activities for area feeder schools, community organizations and industry partners, facilitating relationships to optimize FSCJ matriculation in both credit and non-credit programs.

Work directly with prospective and current students helping them through the application and enrollment process for their specified program of study.

Build campus relationships to help with strategic recruitment and enrollment communication strategies.  
Assist in the delivery of communication and outreach strategies focused on providing information and guidance to prospective students and applicants.

Serve as a first point of contact for prospective students seeking services and access to campus programs related to their potential field of study. Provides referrals for students as needed.

Represent FSCJ at community events focused on helping to share information on program options and available support services for prospective students.

Lead communication efforts related to prospective students, applicants, and community members focused on providing information related to enrollment and institutional programs.

Assist in the recruitment and selection process for specific scholarship opportunities.

Stay up to date and knowledgeable on program requirements, institutional policies relating to enrollment and admission, funding opportunities for students, and communication plans as they relate to enrollment efforts.

Serve as a main point of contact for the planning and implementation of FSCJ sponsored recruitment activities and campus outreach events.

Provide training and onboarding for Student Services Senior Specialist staff. Collaborate with leadership and makes recommendations for improvement in policies and procedures.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

**SUPERVISION EXERCISED**

Employees may act in a lead capacity directing support staff, as assigned.

**MINIMUM QUALIFICATIONS**

Associate's degree from an accredited institution and three (3) year of experience in recruitment, admissions, student services, communications, marketing, public relations, sales, customer service or related fields.

## **PREFERRED QUALIFICATIONS**

Bachelor's degree from an accredited institution or five (5) years of experience in recruitment, admissions, student services, communications, marketing, public relations, sales, customer service 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.

**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: 9/2021