

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2025**

**STUDENT SUCCESS NAVIGATOR**

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

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

**GENERAL STATEMENT OF JOB**

The Student Success Navigator provides cross-functional, student-centered support for current and prospective students across admissions, financial aid, registration, records, and basic advising services. The Student Success Navigator ensures a seamless enrollment experience by delivering personalized support through the facilitation of interdepartmental document submissions, problem-solving, and resource referrals. This position evaluates admissions credentials per institutional and state policies, updates student accounts and academic records, resolves complex student issues, and communicates with students.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES** *(Depending upon assignment)*

Counsels and advises students on enrollment processes; guides them through the application, financial aid programs, student loans, payment options, eligibility and awards, educates and assists with completion and submission of the Free Application for Federal Student Aid (FAFSA) application; documents verification; and tuition payment options. Maintains detailed records of student interactions using notes and comments tools; ensures follow-up and resolution; and contributes to a seamless student experience.

Assists students in navigating administrative tasks such as admissions, financial aid, course registration, appeals, and navigating the college and other websites with the aim of fostering their self-reliance in future re-enrollment processes.

Provides detailed information on financial aid options, scholarship opportunities, billing procedures, and payment deadlines, and resolves discrepancies with the Bursar's Office.

Assists students in course placement to support academic progress, understand degree audits, change program majors, and apply for graduation. Ensures students meet all requirements for graduation.

Provides clear and timely information to students across various communication channels (in-person, phone, email, chat, and virtual conferencing platforms), and ensures a consistent and supportive experience.

Utilizes the college's Student Information System, Constituent Relationship Management software, Student Success Systems, Learning Management System, and other platforms to maintain a comprehensive 360-degree view of student data and deliver personalized, holistic support.

Evaluates and processes admissions documentation such as transcripts, residency verification, and standardized test scores, and makes necessary updates to student accounts, including adding or removing Service Indicators and holds.

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Supports college enrollment management goals by participating in outreach and events and providing feedback to improve student services and departmental operations

Identifies services, supports, and activities prospective students might need to meet their educational goals. Refers students to appropriate student resources such as academic departments, library, tutoring services, counseling, student financial services dept, academic advising, records, tickets, services for students with disabilities, veteran's affairs, career development, and other support services.

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the appropriate supervisory administrator.

### **SUPERVISION EXERCISED**

Supervision may be exercised over assigned student employees.

### **MINIMUM QUALIFICATIONS**

Associate's degree from a regionally accredited college or university and three (3) years of related experience OR Bachelor's degree from a regionally accredited college or university and one (1) year of related experience.

### **PREFERRED QUALIFICATIONS**

Bachelor's degree from a regionally accredited college or university and three (3) years of related higher education experience in admissions, advising, and/or financial aid processes.

### **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.

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**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:** 3/6/25