

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION**

STUDENT SUCCESS ADVISOR I

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Student Success Advisor I serves as a general source of advice and information for students. Individuals in this position possess a general level of knowledge on a wide variety of topics including admissions and enrollment, program offerings, financial aid options and regulations, student development, and student engagement. These individuals develop that knowledge as an on-going process, attending professional development opportunities and trainings to ensure that they always deliver the most accurate information and best service to students. Individuals in this position advise students as a primary duty, but are called to assist with special events and programs, as needed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Maintains general knowledge of and advise students on all facets of their experience including but not limited to admissions and enrollment requirements, program and career exploration and selection, financial aid options and requirements, orientation, academic planning, student engagement opportunities, academic advising and degree planning and other student resources.

Responds to general student inquiry through a variety of communication methods, including in-person inquiry, telephone, email contacts, and other communication modalities; refers students to subject matter experts as appropriate when subject specific advising is required; conducts general and benchmark specific advising sessions with students provides general information on college admission and student success topics; conducts academic and career goal exploration as needed; provides information on relevant available programs, program admissions and graduation requirements, program costs, and financial aid implications; and assists the student with review of their degree audit and comprehensive academic degree plan.

Assists students with learning and navigating the College website and student portal for important information and dates; assists with facilitation of college events including but not limited to orientation, open house and recruitment events, student life and engagement events, convocation, and graduation/commencement; assists with general processes related to all aspects of the student experience; accurately input and maintain related student records as appropriate; and perform related duties, as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisory staff.

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 experience in student services, social services, customer service, or closely related roles.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university and three (3) years of experience in student services, social services, customer service, or closely related roles.

**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: 4/2015; Revised 5/31/23