

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2017**

STUDENT ENGAGEMENT ADVISOR II

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Student Success Advisor II possesses a general level of knowledge on a wide variety of topics in Student Success but also demonstrates a more specific knowledge of one or more subjects and develops 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 serve in a unit within Student Success as a specialist, but are called to assist with other events and programs as needed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Assists with the development of policies and programs to attract, retain, and promote a diverse student population; determines the appropriateness of introducing initiatives and considers the unique needs of students; develops and implements educational programs; assists students in the development of programs to create community and enhance their appreciation for diversity; plans and executes major department-sponsored cultural programs for the college community; assists in the preparation and distribution of marketing materials regarding the events, activities, and schedules as assigned; develops assessments for measuring the effectiveness of initiatives and programs implemented.

Maintains and demonstrates specific knowledge of one or more of the subject fields of student services; serves as a resource to students and staff who need more specific information and/or assistance; maintains general knowledge of and advises students on all facets of their experience with the College.

Responds to general student inquiry through a variety of communication methods, including in-person inquiry, telephone, email contacts, and other communication modalities; conducts general and benchmark specific advising sessions with students; provides general information on student success topics; advises on goals and objectives, and strategies for completion; and maintains regular contact with students and provide assistance and mentoring as required.

Assists students with learning and navigating the College website and student portal for important information and dates; acts as a catalyst in the academic and social integration of the student into campus life; assists in identifying educational, career and personal goals; promotes programs and services that assist students with success in their academic career pursuits; identifies and advises at-risk students to ensure continuing academic progress and success; collaborates with leadership to implement student success programs and initiatives; assists with of college events including but not limited to orientation, open house and recruitment events, student life and engagement events, convocation, and commencement; assists with general processes related to all aspects of the student experience; and accurately input and maintain related student records, as appropriate; serves on college committees as required; and performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisory staff.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and student employees.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university and three (3) years of related experience.

PREFERRED QUALIFICATIONS

Master's degree from an accredited college or university and three (3) years of related experience.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with subordinates, co-workers, the public, supervisors, etc.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

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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 rapidly and accurately in operating modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, 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). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 5/2017