

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

SENIOR SPECIALIST

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

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Senior Specialist provides administrative and technical support within their assigned department and contributes to the effective operation of academic and administrative functions. Provides instructional content quality assurance, faculty support, course and textbook coordination, budget monitoring, and compliance tracking. Supports program and/or departmental goals and ensures adherence to institutional standards.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

Works collaboratively with team members to prioritize tasks and ensure timely completion of projects. May assign tasks to student workers or part-time staff.

Plans and organizes events, training sessions, and program schedules. Coordinates classroom usage and graduation logistics.

Conducts quality assurance reviews of online and hybrid course content, including proofreading and editing instructional materials. Supports instructional design teams by implementing technical updates in learning platforms.

Coordinates communication with faculty regarding syllabi, evaluations, and compliance requirements. Tracks and verifies submissions such as syllabi and non-attendance reports. Schedules evaluations and maintains observation records.

Submits and updates textbook adoptions in online system. Verifies course materials and updates encoding spreadsheets. Communicates with faculty regarding changes and encodes in system.

Monitors departmental budgets and purchase orders. Processes payment information and reconciles expenditures and assists with financial planning and reporting.

Ensures faculty meet institutional and regulatory qualifications. Maintains accurate records and documentation for audits and reporting.

Responds to in-person, email and telephone inquiries from students, faculty, community or business partners, and/or staff. Monitors and maintains supervisor and/or department

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email boxes. Provides accurate information and directs individuals to appropriate resources.

Prepares and maintains reports, spreadsheets, and documentation related to budgets, student enrollment, and departmental operations. Drafts business correspondence and manages departmental communications.

Assists with development of testing and test proctors.

Provides administrative support to create and maintain a college-wide environment supportive of student needs.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

A high school diploma or high school equivalency and two (2) years of related experience.

PREFERRED QUALIFICATIONS

Associate's degree from a regionally accredited institution and two (2) 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 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: 9/02

Revised: 1/05; 6/23/25