

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

**ADMINISTRATION SUPPORT MANAGER –
ENROLLMENT MANAGEMENT & STUDENT SERVICES**

FLSA STATUS: EXEMPT – PAY GRADE: 19 – C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Administration Support Manager – Enrollment Management & Student Services (EMSS) is responsible for the efficient management of a broad range of on-going, executive-level administrative support functions as well as special projects critical to the operation of the office of the Vice President of Enrollment Management and Student Services. The Administration Support Manager - EMSS must continuously demonstrate the ability to exercise good judgment in a variety of situations, accompanied by strong written and verbal communication, and excellent technology, administrative, and organizational skills, as well as the ability to maintain a realistic balance among multiple priorities requiring strong time-management skills. The Administrative Support Manager - EMSS must have the ability to anticipate needs, and to work independently on projects, from conception to completion, plus must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Perform as a generalist using broad knowledge and experience to review and provide guidance to department administrators/managers in the areas of process, operations and system flow. Provide on-going, regular communication with department administrators/managers regarding updates, additions, deletions and deadlines.

Maintain office calendars and meeting schedules as well as the daily, weekly and monthly work plan of the office of the Vice President of Enrollment Management and Student Services.

Schedule meetings as requested. Maintain up-to-date minutes and notes of meetings and committees.

Perform special projects/investigative research and prepare reports, documents, presentations and related materials for the supervisor and other department personnel related to enrollment and student services administration.

Maintain the budget for the divisional area and manage all functions related to travel, supplies, meeting expenses, etc.

Prioritize conflicting needs in support of the division leadership; handle matters expeditiously and proactively, and follow through on projects to successful, on-time completion, often with deadline pressures.

Demonstrate strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.

Demonstrate proactive approaches to problem-solving with strong decision-making capability.

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Function as a highly resourceful team-player, with the ability to also be extremely effective independently.

Handle confidential information with discretion; be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.

Communicate and coordinate with all levels of college personnel, as appropriate.

Perform related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff and/or student assistants.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by three (3) years of related experience supporting executive level decision makers, preferably in an institution of higher education.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by five (5) years of related experience in executive level support. Demonstrated high degree of proficiency in multiple and applicable computer software programs such as Microsoft Excel, Outlook, PowerPoint, and Word, Adobe Acrobat, and various social media Web platforms. Considerable knowledge of College functions. Must have effective written and verbal communications skills.

**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.

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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: 06/2018