

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2019**

**ADMINISTRATION SUPPORT MANAGER – INSTITUTIONAL EFFECTIVENESS**

**FLSA STATUS: EXEMPT – PAY GRADE: 19 – C**

**JOB FAMILY: MANAGERIAL/SUPERVISORY – BUSINESS  
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

**GENERAL STATEMENT OF JOB**

This position is responsible for the efficient management of the day-to-day operations of the office of the Vice President of Institutional Effectiveness and delegated duties in support of the reporting departments. The Administration Support Manager will have the ability to work independently on projects, from conception to completion, and 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**

Completes a broad variety of administrative tasks for the Vice President including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.

Communicate and coordinate with college stakeholders—faculty, staff, students and external community, answering questions, and providing information and assistance.

Manage the Vice President's calendar, scheduling appointments and independently prioritizing/changing appointments as needed or requested. Maintain office calendars and meeting schedules as well as the daily, weekly and monthly work plan of the office.

Oversee and assist with preparation for meetings and programs, including scheduling, facilities, invitations, document preparation, agenda publishing, preparing meeting minutes, and other tasks as assigned.

Maintain budgets, tracking expenditures and processing invoices, contracts, expense reports and reconciling accounts—managing all functions related to travel, supplies, meeting expenses, etc.

Use multiple technical applications/software systems to support the IEA division in college planning, assessment and accreditation.

Prioritizes competing needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Other duties as assigned.

**SUPERVISION RECEIVED**

Supervision is received from the Vice President.

**SUPERVISION EXERCISED**

Supervision is exercised over staff as assigned.

**MINIMUM QUALIFICATIONS**

A bachelor's degree from an accredited college or university supplemented by a minimum of five (5) years of related experience.

**PREFERRED QUALIFICATIONS**

A bachelor's degree from an accredited college or university supplemented by three (3) or more years of related experience in executive level support. 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 equipment including computers. Involves some physical effort, such as standing and walking, or 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 of time at a keyboard.

**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 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: 7/13; Revised 1/18, Revised 8/19