

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2020**

STUDENT SERVICES COORDINATOR

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

FLSA STATUS: NON-EXEMPT – PAY GRADE: 17 - C

GENERAL STATEMENT OF JOB

The Student Services Coordinator will serve as a high-level coordinator to assist and guide all students from their first inquiry through completion of their academic goals. The position may include, but is not limited to providing the following services: registration assistance, advising and counseling, financial aid advisement, recruitment, discussing key aspects of the enrollment services process. May research and troubleshoot issues that prohibit or affect enrollment certification, student self-service and graduation.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Coordinates with faculty, advisors and staff to provide and support innovative programs that help students succeed.

Provide quality customer service for all stakeholders-students, parents, staff and faculty, in every interaction by phone, email and in-person.

Acts as a liaison for students as they transition into college by providing the information and assistance they need to make decisions regarding career and educational goals.

Reviews and stays informed of federal and state aid as well as institutional grants and scholarships. Participating in outreach activities to help students and parents understand the financial aid process and requirements. Coordinate financial aid discrepancies and over award situations with appropriate Financial Aid team.

Advise students on all facets of their College experience including admissions, enrollment requirements, career exploration, orientation, academic planning and academic advising being sure to monitor student's degree progression. Being proactive in communicating with students through various modalities.

Assists students with learning and navigating the College website and student portal. Acts as a catalyst in the academic and social integration of the student into campus life by promoting programs and services that assist students with success in their academic career pursuits.

Arrange and conduct student on-campus recruitment activities working directly with prospective and current students in area feeder schools. Facilitating relationships between campus personnel and public school personnel to optimize high school to FSCJ matriculation in both credit and non-credit programs.

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Identify appropriate College resources to assist students in overcoming obstacles such as coordinating tutoring services, implementing strategies for providing enhanced program-specific advising and support services.

Ability to work effectively in a diverse community and meet the needs of diverse student populations.

Perform related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and/or student assistants.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by a minimum of three (3) years of related experience. Possess excellent verbal, written and interpersonal communication skills being able to adapt to a flexible, multi-tasking environment, exercising good judgment and discretion without close supervision.

PREFERRED QUALIFICATIONS

Master's degree from an accredited college or university supplemented by a minimum of 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 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 the 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: 01/2020