

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2021**

**EDUCATION AND CAREER LEAD SPECIALIST**

**FLSA STATUS: EXEMPT – PAY GRADE: 15 – C**

**JOB FAMILY: STUDENT SERVICES    JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Education and Career Lead Specialist works in collaboration with the Military Affairs and Veterans Services Department leadership and College administrators and serves as the primary contact for active and prospective students in specified programs. This position will assist with the development and implementation of outreach and recruitment initiatives to increase participation in specified programs. This position works individually with each student to provide ongoing guidance to support his or her academic success through academic advising, career planning, academic success coaching, and coordinated referrals for academic and student support services as they work to complete their degree.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Arranges and conducts recruitment activities at area schools, military partnership organizations, community events, and other areas of opportunity.

Manages a caseload of students before and during admissions from their first term until completion of their degree.

Maintains regular contact and works individually with students to support their academic success through admissions and enrollment requirements, financial aid options and requirements, academic advising, career planning and development, academic success coaching, strategies for completion, and coordinated referrals for academic and student support services.

Develops strategic communication strategies for current and prospective students related to program partnership.

Responds and outreaches to students through a variety of communication methods, including in-person appointments, telephone, email/chat contacts, and other virtual communication modalities.

Works to build and maintain partnership with University of North Florida program coordinators to ensure students are meeting requirements for the program and outreach efforts are coordinated appropriately.

Works to build and maintain collaboration with local military community organizations to build partnership and engagement both for current student participants as well as prospective students.

Tracks student course and degree progress via PeopleSoft Campus Solutions, and monitors student academic standing in specified programs relative to term and cumulative grade point averages.

Collects, analyzes, and reports data regarding student success, retention, service-learning hours, graduation, and transfer rates as well as other areas related to academic and co-curricular engagement.

Plans and produces an annual report with student and cohort data; includes qualitative findings and recommendations from student and faculty surveys; makes recommendations for ongoing program review and improvement.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

**SUPERVISION EXERCISED**

May act in a lead or supervisory capacity directing support staff, as assigned.

## **MINIMUM QUALIFICATIONS**

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

## **PREFERED QUALIFICATIONS**

Three (3) years of experience in recruitment, advising, student services, communications, marketing, public relations, customer service, or related fields.

### **MINIMUM QUALIFICATIONS OF 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 Concepts:** 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: 12/2021