FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2015

DIRECTOR OF STUDENT SERVICES OPERATIONS

FLSA STATUS: EXEMPT – PAY GRADE: 22 - P

GENERAL STATEMENT OF JOB

The Director of Student Services Operations plans, manages, and implements operations and promotes projects and major programs related to the advancement of admission, enrollment, financial aid, advising, student engagement and campus student success initiatives. This individual supervises both the Registrar’s team and project coordinator staff for the Student Success Division and ensures operations retain adherence to the College's strategic plan, strategic enrollment plan, and dedication to student-centered services. This individual manages divisional operational and project budgets, and oversees the general operation of the Office of the Vice President of Student Services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Reviews and recommends improvements and enhancements to quality and consistency of Student Success functions and student experiences; plans, designs and implements student services initiatives which interface/support institutional mission, goals, and strategic plan.

Leads both the Registrar’s Office and project teams that include internal and external constituents (e.g., consultants, subject matter experts, external vendors, student services staff, and faculty) to build project plans and develop timelines for implementation; participates on the collaborative leadership team for the Student Success Division; directly supervises and evaluates assigned staff; provide mentorship and leadership to staff in the Student Success Division; directly supervises and evaluates assigned staff; provide mentorship and leadership to staff in the Student Success Division; promotes and leads professional development advancement for assigned areas; establishes collaborative relationships with campus and administrative departments and community stakeholders to advance and promote Student Success programs; conducts tracking, reporting and research on processes and initiatives, student engagement and experience, and other areas of Student Success as appropriate; conducts data analysis and produce reports; develops and implements action plans in response; presents research findings to college leadership as appropriate.

Facilitates and assists with the development of divisional policies and procedures; develops, coordinates, and oversees divisional operational budget in cooperation with the Vice President of Student Services; provides input for budget preparation for Student Success functional areas; develops, coordinates, and oversees project budgets and resource usage for student services projects and programs; organizes, guides, and serves on committees and councils to participate in Collegewide planning, implementation, and evaluation of student services operations and procedures; plans and coordinates support services, systems, and functions necessary for daily operations of the district divisional offices; and performs related duties as assigned.

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 three (3) years of related experience. Must have effective written and verbal communications ability and excellent project management skills.

PREFERRED QUALIFICATIONS

Bachelor’s degree from an accredited college or university supplemented by five (5) years of related experience or a Master’s degree from an accredited college or university supplemented by three (3) years of related experience. Must have effective written and verbal communications ability and excellent project management 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 frequent 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 at a keyboard.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with subordinates, co-workers, the public, supervisors, etc.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

**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 rapidly and accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.
Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, 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). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 07/15