FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2012

STUDENT SUCCESS COORDINATOR

FLSA STATUS: EXEMPT – PAY GRADE: 17 - C

GENERAL STATEMENT OF JOB

Employees in this category coordinate and implement the campus-wide community and co-curricular programs to include campus activities, learning communities, service learning, and student ambassador programs in support of the college’s mission and goals. Employees in this class ensure that Records and Registration and Financial Aid processes for the campus function smoothly, while providing leadership and direction to staff. They guide and assist students, staff, faculty, the administration and the public in the workings and policies of the college.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Plan and develop goals, policies and procedures for campus student success programs.

Approve project budgets and oversee expenditures and records; develop project budgets and approve expenditures and records.

Provide assessment assistance, orientation and registration for students; advise, counsel and guide scholars on personal, academic and professional development.

Respond to correspondence and other inquiries regarding programs and/or grants; maintain open lines of communication with community leaders and organizations with regards to assigned programs.

Prepare a variety of statistical reports.

Oversee inventory of state property and coordinates uses of property.

Assist in program development wherever needed.

Plan, coordinate and implement campus-wide community and co-curricular programs; assist in the planning and implementation of collegewide community and co-curricular programs.

Develop and manage a web-based information resource center for student communities and student activities throughout the campus.

Coordinate the campus student ambassador program; develop guidelines for expectations, recruitment and training.

Direct the recruitment, selection and supervision of all assigned student workers and other personnel.

Manage and assume responsibility for all functions of campus enrollment services office; plan and develops goals, policies and procedures for campus enrollment services office.

Control and is responsible for all campus scholarships, loans and work study funds; remain current regarding federal policies and relays information to staff.
Resolve enrollment, veterans, and financial problems for students; recommend disposition of student appeals.

Initiate and review campus professional judgment packets.

Serve as liaison for students with dean, faculty and college administrative staff; provide accurate information to instructors, students and to the public.

Serves on college committees such as scholarships, screening committees, etc; attend seminars, workshops, conferences and work groups as appropriate.

Formulate procedures for student aid with director of financial aid; review and audit veterans affairs, student aid and admissions documents; plan and conduct financial aid advising sessions.

Conduct student success training sessions and workshops.

Perform related duties as required.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate administrator.

**SUPERVISION EXERCISED**

Supervision may be exercised over assigned staff.

**MINIMUM QUALIFICATIONS**

An associate’s degree from an accredited institution supplemented by three (3) or more years of related experience.

**PREFERRED QUALIFICATIONS**

A bachelor's degree from an accredited institution and 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 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: 2/12