



Classification Description

Job Title: Student Support Specialist,
Hendry Glades Center

Pay Grade: 108

Job Code: 3794

FLSA Status: Exempt

Job Purpose

This is specialized work providing customer service and operational support in various areas of Student Services at FSW's Hendry Glades Center. This position performs work in the admissions, financial aid, registrar, orientation, and other student service areas of the institution. The Student Support Specialist must adhere to various departmental policies and procedures while also disseminating information to students in those areas. This position is a generalist in a broad range of tasks and seeks guidance from departmental or campus leadership as needed on more specific duties.

General Responsibilities

Essential Functions

Provides accurate and professional service to students and others seeking information regarding the College's financial aid, admissions, registration and enrollment processes.

Provides relevant and accurate information in person, by electronic means, and by telephone to all student service inquiries.

Participates in multiple capacities in various student service events on and off-campus.

Participates in the daily operations of the office, as necessary, including front counter customer service, phones, mailings, data entry and retrieval, and file organization.

Performs other duties as assigned.

Financial Aid

Advises student aid applicants, aid recipients and their parents with regard to their rights and responsibilities associated with financial aid.

Assists students in the application process for aid and in completing eligibility requirements.

Works with other staff in managing a student caseload and reviews student applications for financial aid to determine financial need and award aid.

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Processes Institutional Student Information Report (ISIR) C-codes including selective service issues, Social Security Number verification, and citizenship/immigration status.

Assists the in the development and implementation of a comprehensive communication plan and newsletters for the OSFA.

Participates in the administration of all Federal, State, and Institutional Aid programs at the College.

Maintains federal student financial aid records and files as they relate to the financial aid programs, as directed.

Acquires and maintains a knowledge of the Curtis Scholarship program.

Admissions

Processes admission applications, enters all prospect and applicant data into the student information system.

Receives and accurately records incoming high school transcripts into the student database.

Provides information on program and admission requirements and assist prospective students with the application process.

Is fully trained and provides office support and backup as needed, for the following:

- Verifies and enforces residency guidelines as designated by the State of Florida.
- Guides students through the admissions process by providing accurate information regarding residency and admission procedures consistent with College policy and applicable state guidelines.
- Scans and indexes student records to include admission and residency documents.

Registration

Provides backup, as needed, in the processing of registrations and necessary forms to drop, add or withdraw, update student demographic records and enrollment verifications for applicants and students.

Scans and indexes student records to include registration documents, student data change forms, petitions, and other departmental correspondence.

Receives and records incoming College transcripts into student database. Prepares official academic transcripts for students and alumni. Assists departmental colleagues with both incoming and outgoing transcripts.

Ensures the integrity and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other federal regulations, and College records and archival policies.

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Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in a related field.

Two (2) years of full-time professional work experience in an office setting. Appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.
- Approved: August 28, 2018. Revised: January 25, 2019, and June 19, 2023.