



Classification Description

Job Title: Program Support Specialist

Pay Grade: 104

Job Code: 3372

FLSA Status: Non-exempt

Job Purpose

This is specialized professional and technical work in support of the programs within the School of Business and Technology (SOBT). This position works independently and completes a variety of functions to include, but not limited to, researching and preparing program data for accreditation; serving as a liaison for corporate, state, federal, and other grants applicable to SOBT or Career and Technical Education (CTE) programs; manages course and program level data tracking and collection; provides leadership for completion of special projects; and assists with the administrative functions of the office to ensure the effective and efficient operations of the School of Business and Technology.

General Responsibilities

Essential Functions

Researches, prepares and maintains School of Business and Technology program data and reporting requirements for accreditation purposes. Supports these processes through the development and compilation of program materials, curriculum information, and other activities as directed.

Plans and initiates adjunct orientations, training, and other activities related to the success of the execution of adjunct faculty duties at the general direction of the Associate Dean.

Researches, compiles and analyzes data for administrative decisions related to program and unit planning including, but not limited to, activities with new program development or annual reviews for existing programs; documenting program requirements; and review of curriculum and program standards.

Serves as liaison between the SOBT and both internal and external agencies for completion of special projects as determined by the Dean or Associate Dean.

Assists students and staff utilizing services of the department in a pleasant and professional manner; understands the services, policies and procedures offered and provides information or assistance as requested.

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Works with students to determine learning needs; creates learning activities designed to support a student's educational goals; provides educational plan support and assistance to students to ensure academic success.

Oversees the inventory tracking of all capital assets and appropriate non-capital assets purchased with grant funds. Manages travel and related expenditures funded by grants and managed by the school.

Assists leadership with the coordination and management of the administrative functions of the SOBT, ensuring efficient and effective operations of the office. Supervises assigned administrative and support staff to include providing direction and guidance in daily activities, delegating assignments and reviewing performance.

Performs quality assurance in curriculum actions and new program curricular implementation. Attends curriculum committee meetings.

Manages industry certification process for students and faculty.

Participates in the research, collection and presentation of data for use in special reports and projects. Initiates and manages surveys related to programs and grant-related activities in the School of Business and Technology. Produces reports and analyses of survey data collected.

Responsible for developing and scheduling the SOBT program orientations and special events.

Attends and participates in faculty and advisory board meetings as directed.

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 safely 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 field related to one or more programs found in the School of Business and Technology.

Two (2) years progressively responsible, full-time professional related work experience.

Demonstrated customer service and interpersonal skills.

Ability to work some evenings as needed.

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Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail, and proficiency with related programs such as but not limited to Banner, Canvas, Compliance Assist, and Qualtrix.

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.

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- 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: September 1, 2009. Revised: February 21, 2011, July 1, 2014, September 17, 2015, June 27, 2022, and July 1, 2023.