

# Classification Description

**Job Title: Career Services Specialist**

**Pay Grade: 106**

**Job Code: 4021**

**FLSA Status: Non-exempt**

## **Job Purpose**

The Career Services Specialist supports Career Services and Internship Programs. This position requires planning skills and the ability to coordinate the completion of multiple tasks and projects within established time frames. Provides support and assists in coordination with all FSW Campuses. The Career Services Specialist reports to the Director of Career Services and Internship Programs. This position is a limited term position, renewable annually based on the continuation of grant funding.

## **General Responsibilities**

### **Essential Functions**

Responsible for the daily operations of the Career Services Center and manages Career Services Center activities on a daily basis.

Provides administrative support to include, but not limited to, preparing and maintaining a wide variety of documents, processing travel and expense reports, managing scheduling and calendars, coordinating meetings, and purchasing and maintaining office supplies and equipment.

Provides customer-focused service, greeting and assisting students who seek assistance in the Career Services Center in a professional and productive manner. Handles sensitive student information with confidentiality and discretion.

Schedules appointments for students to meet with the Director, Career Services and Internship Programs.

Provides customer-focused service to FSW Student Success Career Coaches seeking support of students exploring career opportunities.

Maintains the Career Services Library; manages the Library Check-Out Log for students who borrow career materials.

Coordinates and supervises special projects, as assigned.

Performs other duties as assigned.

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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**

Associates degree from a regionally, or nationally accredited institution of higher education in education, business administration, social sciences, or a related field.

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

Ability to travel independently within the College's service districts (Charlotte, Collier, Lee, and Hendry). The full-time position will be housed at the Lee campus within the Career Services Center.

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 ethical behavior and integrity, and be motivated to incorporate best practices into the organizational culture.
- Excellent customer service skills.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- 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.
- Maintain confidentiality of student information pursuant to FERPA laws and other policies.

### **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 dress attire, word, and action.

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- 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 and Career Center.

Mental: Routinely requires the ability to interpret, analyze, proof read and perform critical thinking skills.

Approved: April 25, 2022. Revised: July 1, 2023.