
JOB DESCRIPTION: EXECUTIVE SENIOR SUPPORT REPRESENTATIVE

DEPARTMENT:	Executive Office	REPORTS TO:	President/CEO
JOB CLASS:	Senior Support Representative	PAY GRADE:	16
EXEMPT STATUS:	Non-Exempt	DATE:	July 31, 2017

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Executive Senior Support Representative directly assists the President/CEO in various, complex administrative functions. The Executive Senior Support Representative assists Senior Executives and Executive Team downlines in sensitive and confidential tasks as needed. The Executive Senior Support Representative also serves as the organization's conference coordinator.

ESSENTIAL POSITION FUNCTIONS:

- Assist Senior Executives in highly sensitive and confidential tasks
- Assist downlines of Executive Team, when needed
- Receive parent/student complaints and help resolve or escalate if needed
- Update and format the strategic plan matrix
- Update and format FT and FLEX handbooks and procedure manuals
- Assist QAI team in updating teacher information in salesforce, when needed
- Assist with R&D team in updating course information in salesforce, when needed
- Assist with speaker presentations and teacher talk presentations
- Coordinate all organization-wide Town Hall meetings, surveys, etc.
- Coordinate any focus groups for President/CEO or Executive Team
- Assist in planning VLC events to help build community
- Assist in analyzing and making recommendations to improve reports
- Coordinate conferences with other departments
- Work with budget to verify budget is available for conferences
- Work with cost center deputies in creating PO's for conference registrations
- Research group discounts for registration and hotel rooms
- Coordinate roommates across all departments to reduce number of single rooms
- Identify conferences that are most beneficial to FLVS
- Coordinate group rates for memberships, conferences, hotels, etc.
- Directly assist the President/CEO and relieves him/her of various administrative functions
- Maintain the office of the President/CEO with a professional and approachable atmosphere for all staff and customers
- Answer incoming calls to answer questions, resolve issues, take messages and/or forward calls to appropriate staff; handles communication with the public
- Develop and implement reports, spreadsheets; assist in preparation of presentations for President/CEO
- Independently compose reports and letters containing decisions for course of action by President/CEO

- Arrange, participate in, and implement, as directed by President/CEO, committee meetings and staff conferences
- Serve as principal contact and liaison with internal and external contacts
- Interpret and respond to email, maintains calendar, schedule, and address book
- Interpret policies and procedures as established by President/CEO
- Coordinate and organize meetings, interviews, evaluations, conference calls
- Manage and coordinate travel arrangements
- Provide additional support to executive team as directed
- Prepare and process expense reports
- Process purchase requisitions, invoices, and vendor orders
- Reconcile various accounts and statements
- Create final documents from notes or outlines including letters, memos, project summaries, meeting agendas, meeting minutes, presentations and spreadsheets
- Collaborate with other agencies and/or departments on upcoming projects
- Monitor work to ensure high quality
- Hold all work related information in the strictest confidence; this includes, but is not limited to communications, either direct or indirect; strategic information and employee specific personnel information. Any breach in confidentiality may be subject to disciplinary action, up to and including termination
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential 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.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Associate's degree; or equivalent combination of education and relevant experience
- Bachelor's degree preferred

Experience:

- Three years' of Executive level administrative support experience
- Two years' high level experience that includes administrative work in a Florida public school district

Knowledge, abilities and skills:

- Knowledge of the department assigned, preferred
- Knowledge of database systems for data retrieval
- Excellent organizational skills such as scheduling, filing, making reservations, and preparing materials on a timely basis; provides follow up and documentation
- Advanced proficiency in various technical applications most commonly used at FLVS, including but not limited to, Microsoft Office applications (Word, PowerPoint, Excel, Sharepoint), and the telephone system
- Possess strong attention to detail
- Strong interpersonal and customer service skills

- Ability to work with/for staff and customers to meet deadlines
- Professional written and verbal communication skills
- Utilizes a wide variety of reference, descriptive, and/or advisory resources
- Ability to handle multiple tasks simultaneously

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p>SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p>PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p>ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time</i></p>	<p>PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest</i></p>

<i>efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	<i>analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC or Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.