



JOB DESCRIPTION: FLVS FLEX REGISTRATION CUSTOMER CARE REPRESENTATIVE

DEPARTMENT:	Instruction-FLVS FLEX	REPORTS TO:	School Counseling Team Manager, FLVS FLEX
JOB CLASS:	<u>Customer Care Representative</u>	PAY GRADE:	<u>13</u>
EXEMPT STATUS:	<u>Non-Exempt</u>	DATE:	<u>4/28/16</u>

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 FLVS FLEX Registration Customer Care Representative works closely with the FLVSPT Registrar and FLVS FLEX School Counseling Team Manager in the area of student documents and records acquisition and maintenance. The FLVS FLEX Registration Customer Care Representative performs specialized and responsible clerical and technical tasks related to the maintenance of student records data; as well as related duties as required. The Registration Customer Care Representative assists in reporting data to a variety of departments and ensures the accuracy, efficiency, and timeliness of data and reports. There is a significant amount of student and parent contact.

ESSENTIAL POSITION FUNCTIONS:

- Review FLDOE guidelines related to eligibility and residency requirements ensuring student data collected meets appropriate standards
- Review, evaluate, and maintain Proof of Residency documentation
- Process and file Proof of Residency documentation
- Pursue follow up data and information
- Serve as a liaison between parents and students to acquire residency data and eliminate any discrepancies in data related to students
- Perform audits of student residency records in the Student Information System (SIS) to proactively identify potential areas for system and process improvement
- Answer inquiries and assist auditors, administrators, counselors, students, parents, teachers and other agencies with student data requests
- Make suggestions related to district, school and state policies and regulations regarding eligibility requirements
- Perform related duties as required

(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:***

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

Experience:

- Two years of broad, varied, and increasingly responsible experience, preferably two years in school operations/student records
- Some school related experience, preferred

Knowledge, abilities and skills:

- Preferred knowledge of operations performed at the school district level.
- Updated office methods and practices, including standard record maintenance procedures and filing systems, and the use of records
- Basic concepts of elementary statistics as applied to the compilation and reporting of data
- Correct English usage, spelling, grammar, punctuation, and commercial arithmetic, and telephone techniques
- Laws, regulations, rules, and policies governing the school, school district, and the Florida Education Code, and the ability to apply them with good judgment in a variety of situations
- Computer systems and their application and an understanding of the concepts involved in data processing
- Experience with Microsoft Office Suite
- Methods and equipment used in data entry operations
- Ability to learn quickly, develop and implement policies and procedures for data processing
- Ability to Review, interpret and evaluate applications and other specialized documents
- Ability to make operating decisions independently in accordance with school and school district policies and regulations, as well as the Florida Education Code
- Ability to understand and provide oral and written instructions on complex matters
- Ability to establish and maintain effective working relationships with administrators, counselors, students, parents, teachers, and school district employees, as well as the public and outside agencies
- Ability to operate data entry equipment with the speed and accuracy necessary to meet school and district deadlines

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <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>	CUSTOMER FOCUS <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>
INTERPERSONAL SKILLS <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>	FUNCTIONAL /TECHNICAL EXPERTISE <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>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <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>	CREATIVITY <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>
SELF KNOWLEDGE <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>	PLANNING <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>
ORGANIZING <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 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>	PROBLEM SOLVING <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 analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <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</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: 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.