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**JOB DESCRIPTION: SENIOR SUPPORT REPRESENTATIVE, FL SCHOLARSHIP PROGRAMS**

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<b>DEPARTMENT:</b>	Business Development	<b>REPORTS TO:</b>	Sr. Director Business & School Solutions
<b>JOB CLASS:</b>	Senior Support Representative	<b>PAY GRADE:</b>	16
<b>EXEMPT STATUS:</b>	Non-Exempt	<b>DATE:</b>	10/21/2015

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

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**POSITION GENERAL SUMMARY:**

The Senior Support Representative, FL Scholarship Programs, performs functions specific to supporting school choice programs in Florida. The Senior Support Representative, FL Scholarship Programs supports the business development team and coordinates various parts of the school choice scholarship programs. The Senior Support Representative, FL Scholarship Programs is the primary system administrator for scholarship management system and is also the gatekeeper and owner for generating reports from department-based systems and providing an initial recommendation to the business development team, based on general data review. The Senior Support Representative, FL Scholarship Programs also interfaces directly with school district and state-level personnel, parents and consultants to obtain or provide additional information on behalf of FLVS.

**ESSENTIAL POSITION FUNCTIONS:**

- Act as primary system administrator for the scholarship management system, ensuring data entry and reports generated are accurate and provided in real-time and providing training support to other staff as needed
- Liaise between FLVS, school choice office, scholarship funding agencies, parents, and FLVS to ensure streamlined communication of accurate scholarship/FLVS information
- Support budget maintenance by following purchase order/invoicing procedures, monitoring individual accounts for Business Development
- Support staff in the field, scheduling travel and accommodates per policy, processing their expense transactions in a timely and accurate manner, and maintaining accurate reporting to Finance team
- Work proactively with the Policy, Accountability, and External Affairs team to address internal/external customer needs and escalate issues/concerns as needed
- Track, measure, and achieve defined department priorities and metrics specific to increasing revenue and customer service
- Generate reports as defined by the Sr. Director of Business Development and provide recommendations to improve reports and reporting processes
- Analyze data on reports generated and make recommendations for action
- Keep abreast of school choice options for Florida students
- Administer office functions such as assisting in budget preparation, tracking budget and monitoring expenditures, tracking consultants, team calendar, orders management, and special mailings
- Participate in developing the standard operating policies and procedures for the department

- Track effectiveness of established policies and procedures, reporting, findings to the Sr. Director, Business Development
- 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

***Experience:***

- Three years' high-level administrative and customer service experience
- Data input and MS office software experience
- Experience in tracking budgets is highly desirable
- Experience in purchasing / invoicing is highly desirable

***Knowledge, abilities and skills:***

- Knowledge of MS Windows, MS Office, and Internet Explorer
- Proficiency in ad hoc reporting
- Strong, documented attention to details and customer satisfaction
- Effective verbal and written communication
- Skills in working in a detail-oriented, deadline-driven environment
- Ability to prioritize tasks while maintaining consistent level of quality
- Strong interpersonal and customer service skills
- Excellent organizational skills, such as scheduling and preparing materials on a timely basis
- Ability to exercise independent judgment to adopt or modify methods and standards to meet responsibilities

**CORE COMPETENCIES FOR SUCCESS:**

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

<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>	<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>
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#### **INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

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