
JOB DESCRIPTION: SENIOR SUPPORT REPRESENTATIVE, FRANCHISE PROGRAM

DEPARTMENT:	Business Development	REPORTS TO:	Administrator, Florida Services Operations
JOB CLASS:	Senior Support Representative	PAY GRADE:	16
EXEMPT STATUS:	Non-Exempt	DATE:	09/08/2015

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 Senior Support Representative, Franchise Program is the primary customer service representative for FLVS Franchise and supports in meeting all the customer needs. The Senior Support Representative, Franchise Program liaises with program managers and staff to provide responses to inquiries, assists with student enrollment processes, and resolves general technical issues.

ESSENTIAL POSITION FUNCTIONS:

- Act as primary system administrator for franchise contract tracking ensuring process and procedure is followed from draft, legal and board approval, delivery to client, and execution
- Work proactively with the Franchise team to address internal/external customer needs and escalate issues/concerns as needed
- Generate reports as defined by the Administrator Florida Operations and provide recommendations to improve reports and reporting processes
- Serve as point of contact and liaison with internal and external contacts for the Franchise team
- Track effectiveness of established policies and procedures, reporting, findings to the Administrator Florida Operations
- Serve as the FLVS franchise primary customer service representative
- Liaise between FLVS and franchises by working with franchise managers, teachers and students to assess their needs and collaborate with other departments to determine the best options
- Assist franchise managers in trouble shooting technical issues until resolved
- Provide guidance and assistance to district franchise managers regarding the resolution of enrollment related problems
- Train franchise managers on various tasks in VSA and Educator and work with IT to resolve technical issues
- Facilitate student transfers from franchises to FLVS by working with the enrollment team to place students
- Guide franchise managers through the process of reassigning students to different teachers and transferring student classrooms
- Resolve franchise program help desk tickets
- Provide general administrative support to the department manager
- 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' in education or related industry
- Online experience, preferred

Knowledge, abilities and skills:

- Knowledge of MS Windows, MS Office, and Internet Explorer
- Excellent verbal and written communication
- Ability to provide superior customer service
- Skills working in a detail-oriented, deadline driven environment
- Possess qualities and skills to be a proactive, positive team player
- Ability to prioritize tasks, while maintaining consistent level of quality
- Strong interpersonal skills
- Excellent organizational skills
- Exercises independent judgment to adopt or modify methods and standards to meet responsibilities

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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:

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 seizes opportunities; Consistently exceeds goals</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.