
JOB DESCRIPTION: Strategic Solutions Administrator

DEPARTMENT:	Governmental Affairs and Strategic Solutions	REPORTS TO:	Executive Director, Governmental Affairs and Strategic Solutions
JOB CLASS:	Administrator	PAY GRADE:	20
EXEMPT STATUS:	Exempt	DATE:	7/1/15

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 Strategic Solutions Administrator collaborates with the Executive Director, Governmental Affairs and Strategic Solutions, as well as executive leadership, on all aspects of strategy such as improved access opportunities for students. The Administrator further ensures that existing strategic initiatives align with FLVS's organizational strategy, are monitored through the use of data, and result in positive outcomes. The Administrator looks for signals both inside and outside the organization that could indicate threats to continued success or opportunities to develop strategic solutions, such as improved access and opportunities for students, particularly the underserved. The Administrator works with various FLVS staff to determine and establish policies regarding data governance, compliance regulations, and continuous organizational improvement in an effort to support the needs of FLVS.

ESSENTIAL POSITION FUNCTIONS:

- Plan, develop, and implement programs, activities, and functions designed to achieve organizational strategic goals as directed by the Executive Director, Governmental Affairs and Strategic Solutions
- Develop, manage, and evaluate all programs, activities, and functions under his/her supervision to ensure their efficient operation and full alignment with organizational goals and priorities as directed by the Executive Director, Governmental Affairs and Strategic Solutions
- Keep the Executive Director, Governmental Affairs and Strategic Solutions informed about current critical issues and the operational status of areas under his/her control
- Research and serve as the organizational expert on the underserved population in Florida
- Foster relationships and solutions through private/public partnerships and grants, initially focused on eliminating the digital divide and opening access for low income students in Florida
- Local, state, and federal governmental strategic initiative development with specific focus on underserved populations
- Serve as an advisor and provide counsel to internal and external resources on strategic initiatives as they relate to underserved populations
- Ensure strategic initiatives and continuous improvement strategies align with organizational strategies
- Liaise between the FLDOE and FLVS in regards to establishing compliance on various education policy matters
- Maintain, review, and update the FLVS Policies and Procedures Manual as it pertains to Governmental Affairs and Strategic Solutions department responsibilities
- Oversee ongoing district and school accreditation activities as required by AdvancED

- Lead the Data Governance/ Data Quality initiative in conjunction with the Data Warehouse
- Prepare briefs, summaries, and other materials to guide development of FLVS's strategic positions
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals / 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:

- Bachelor's Degree; or equivalent combination of education and related experience

Experience:

- Seven years' experience in non-profit and/or government position(s) with increasing responsibilities, including policy compliance, performance management, project management, and strategic planning related to online learning and education in general
- Five (5) years of experience in leading, supervising, and managing others
- Experience in strategic, management responsibilities
- Demonstrated success working with and through people in establishing goals, objectives, and action plans to produce expected results

Knowledge, abilities and skills:

- Knowledge of state and national virtual learning and education policies, trends, and best practices
- Ability to analyze legislation and identify relevant information as they relate to strategy
- Strong organizational, project management, research, and analytic skills
- Ability to work effectively with government and non-government agencies to provide leadership in consensus-building
- Ability to negotiate and clearly communicate FLVS's strategic positions to external stakeholders in ways that engender respect and strengthen FLVS's relationships with those stakeholders over time
- Ability to provide strategic leadership and address key strategic challenges and opportunities
- Strong verbal and written communication and interpersonal skills
- Excellent collaborative, team player with the ability and proficiency at influencing without authority
- Ability to deploy resources and manage multiple projects
- Ability to work with and through people to establish goals, objectives, and action plans

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; 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</i>	INTERPERSONAL SKILLS <i>Relates well with others; treats others with respect; Shares views in a tactful, considerate 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 in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i>
CUSTOMER FOCUS <i>Prioritizes customers (internal and external) and their needs as primary; 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>	FUNCTIONAL 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; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i>

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS <i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i>	CONFLICT MANAGEMENT <i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i>
LISTENING <i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i>	MANAGING DIVERSITY <i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i>
DEVELOPING OTHERS <i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i>	TIMELY, QUALITY DECISION MAKING <i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i>

<p>PROCESS MANAGEMENT</p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p>TEAM BUILDING</p> <p><i>Develops networks and builds alliances; Participates in cross- functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p>MANAGING & MEASURING WORK</p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p>COMFORT AROUND HIGHER MANAGEMENT</p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p>MANAGERIAL COURAGE</p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC or Remote
- Frequency of travel: Some travel is required
- 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.