

DEPARTMENT:	Talent Management – Compliance Management	REPORTS TO:	Manager, Compliance Management Talent Management
JOB CLASS:	Support Representative	PAY GRADE:	14
EXEMPT STATUS:	Non-exempt	DATE:	08/29/2014

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

POSITION GENERAL SUMMARY:

Under general supervision, the Support Representative is the first line of support for customer service needs specific to compliance related matters, inclusive but not limited to inbound/outbound calls, responding to emails and helpdesk tickets and supporting the employment verification process for current and former employees. The Support Representative monitors the Compliance Management shared email inbox, distributing action items to team members and providing timely responses to internal and external customers. This position is responsible for performing the duties and responsibilities with minimal supervision and instruction, and a high degree of customer service.

ESSENTIAL POSITION FUNCTIONS:

- Provide training room support for new-hire training, including maintaining room calendar and reservations; technical set up and breakdown; coordinate equipment assignment and distribution; sign-in sheets; and providing coffee/water to attendees
- Input Transformations classes and attendance into Pathways
- Provide general guidance and assistance to employees in Pathways, including assisting with individual support and group training
- Create and summarize reports for Department of Education and internal performance results
- Track completion of employee performance appraisals at all required phases and communicate with supervisors to ensure completion
- Assign evaluation plans in HRIS system to ensure accuracy in Pathways
- Respond to requests for previous performance evaluations from current or former employees and public records requests
- Assist with Pathways System Guide Revisions
- Utilize the Help Desk Ticket process to respond to and resolve inquiries submitted by internal and external customers
- Complete employment verifications for current and past employees, properly documenting requests and providing responses in compliance with internal policies and state and federal law and escalating concerns or issues
- Upload employee files and other documents to the Records Management System

- Provide general clerical office duties including scheduling meetings, creating agendas, taking minutes, managing multiple calendars, phone lines, and emails, and distributing mail and creating forms and other documents
- Assist in the development of standard operating procedures for the position
- 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 as the result of organizational planning

(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; or equivalent combination of education and relevant experience

Experience:

- Two years' experience in data entry or records support; or related field

Knowledge, abilities and skills:

- Strong organizational skills
- Ability to independently prioritize daily work and meet required deadlines
- Ability to solve problems independently or with minimal direction
- Strong attention to detail
- Ability to establish and maintain effective working relationships; providing a high level of customer service to both internal and external customers
- Strong verbal and written communication skills
- Knowledge of standard office equipment, including basic computer skills and Microsoft Office products

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</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</i></p>

<i>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>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:

<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 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>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 analysis; Looks beyond the obvious and doesn't stop at the first answers</i></p>
<p>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
- 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.