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**JOB DESCRIPTION: FLORIDA SERVICES SUPPORT SPECIALIST**

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<b>DEPARTMENT:</b>	Florida Services	<b>REPORTS TO:</b>	Administrator, Florida Services Operations
<b>JOB CLASS:</b>	Support Specialist	<b>PAY GRADE:</b>	17
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	12/19/2011

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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.***

**POSITION GENERAL SUMMARY:**

Under the direction of the Director, Florida Services, the Florida Services Support Specialist performs functions specific to supporting district relations, blended learning, elementary education, and new lines of business. The Florida Services Support Specialist provides general direction and oversight to the Florida Services Support Representative team, while performing many of the same responsibilities in conjunction with the Support Specialist-specific functions. The Support Specialist is the primary system administrator for the account management system and is also the gatekeeper and owner for generating reports from department-based systems and providing an initial recommendation to the Florida Services team, based on general data review. The Support Specialist also interfaces directly with school district personnel, parents and vendors to obtain or provide additional information on behalf of FLVS.

**ESSENTIAL POSITION FUNCTIONS:**

- Act as primary system administrator for the client account system, ensuring data entry and reports generated are accurate and provided in real-time and providing training support to other staff as needed
- Support budget maintenance by following purchase order/invoicing procedures, monitoring individual accounts for FLVS 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
- Provide general oversight and direction to the Florida Services Support Representatives in a lead capacity
- Engage in activities to increase FLVS enrollments in the community and develop a pipeline of viable customers, including visibility in community, state-wide events, and sponsorships
- Work proactively with the Florida Services team to address internal/external customer needs and escalates issues/concerns as needed
- Track, measure, and achieve defined department metrics specific to increasing enrollment and department customer service
- Generate reports as defined by the Director of Florida Services and provide recommendations to improve reports and reporting processes
- Analyze data on reports generated and make initial recommendations for action as it pertains to role and those supported by role
- Administer office functions for the Florida Services Team – such as assisting in budget preparation, tracking budget and monitoring expenditures, tracking contractors, team calendar, collateral orders management, and special customer mailings
- Serve as point of contact and liaison with internal and external contacts for the Florida Services team

- Maintain Florida Services team internal communication site on the Intranet
- Develop and participate in developing the standard operating policies and procedures for the department
- Track effectiveness of established policies and procedures, reporting, findings to the Director of Florida Services
- Coordinate the Private School Affiliation (MOA) process to ensure all contract changes and approvals are properly captured
- Maintain inventory of collateral/materials for special meetings and coordinate delivery as needed
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrates 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:***

- Two years’ of related field experience
- Experience using databases and CRM tools, preferred

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

- Knowledge of MS Windows, MS Office, and Internet Explorer
- Ability to communicate effectively both verbally and in writing
- Ability to provide superior customer service
- Skill in 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 and customer service skills
- Ability to work with and for multiple employees and meet deadlines
- Excellent organizational skills, such as scheduling and preparing materials on a timely basis
- Exercises independent judgment to adopt or modify methods and standards to meet responsibilities

**CORE COMPETENCIES FOR SUCCESS:**

COMMUNICATION SKILLS	CUSTOMER FOCUS
<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</i>	<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</i>

<i>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>	<i>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>
<b>INTERPERSONAL SKILLS</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>	<b>FUNCTIONAL /TECHNICAL EXPERTISE</b> <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:**

<b>PEER RELATIONSHIPS</b> <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>	<b>CREATIVITY</b> <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>
<b>SELF KNOWLEDGE</b> <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>	<b>PLANNING</b> <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>
<b>ORGANIZING</b> <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>	<b>PROBLEM SOLVING</b> <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>
<b>DRIVE FOR RESULTS</b> <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: 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.*