



Job Title: Student Support Manager

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 112
FLSA Status: Exempt
Remote Work Eligible: No

JOB SUMMARY

This position is responsible for managing and coordinating student services and activities in an assigned area. Responsibilities may include: providing direct student assistance; ensuring consistency and compliance with policies, procedures, and applicable regulations or guidelines; coordinating services with other departments and outside agencies; developing and evaluating programs and services; coordinating and facilitating special events; and developing marketing and promotion strategies. Duties may also include: supervising staff; coordinating and executing functions in the academic advising center.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; overseeing daily operations; and making hiring, termination, and disciplinary recommendations.
- Develops and proposes program plans for assigned area of responsibility, which includes: writing academic/student goals, arranging support service, ensuring alignment with overall College goals; creating baseline of expectations such as those in the work-study program; monitoring; and evaluating program compliance with applicable goals and intended results.
- Monitors compliance with specified guidelines and requirements in assigned area; ensures compliance with articulation agreements; and investigates and resolves problematic issues.
- Develops and maintains internal and external relationships; participates in/on a variety of meetings, committees, and/or other related groups to communicate information regarding services, programs, areas of opportunity, and/or other information; and represents the Department on committees, advocacy groups, and/or related groups.

- Prepares, reviews, and submits a variety of reports, work papers, contracts, communications, schedules, and/or statements to and from internal departments, external agencies, and/or other applicable organizations.
- May oversee special programs implemented in campus-based Student Services Centers; assumes responsibility for de-escalation and conflict resolution within the academic advising center; and provides evaluation reports regarding progress in achieving measurable student services outcomes of program quality and student performance.
- Remains current regarding College curriculum, policies and procedures.
- May coordinate New Student Orientations (Smart Start).
- Follows federal, state, College and Department guidelines.
- May resolve issues.
- Defines and implements strategic planning.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in a field related to assigned area (master's degree preferred); one (1) year of management experience in a field related to assigned area; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervisory principles;
- Applicable student support programs, academic advising, and/or related programs;
- Program development and program management principles and practices;
- Customer service principles;
- Career planning principles and practices;
- Community networking principles and practices;
- Applicable federal, state, and local laws, rules, regulations, policies, and procedures;
- Diverse populations and cultures;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Assessing student's developmental needs;
- Planning and developing programs;
- Advising students on academic, finance or career issues;
- Providing customer service;
- Promoting services;
- Researching service delivery methods;
- Maintaining records; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Prioritize and assign work;
- Monitor and evaluate employees;
- Exercise judgment and discretion;
- Work in a fast-paced environment; and
- Be flexible.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	<u>X</u>	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

- Light work:* Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work:* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work:* Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work:* Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.