



JOB DESCRIPTION: FTE SUPPORT SPECIALIST

DEPARTMENT:	Financial Services	REPORTS TO:	FTE Administrator
JOB CLASS:	Support Specialist	PAY GRADE:	17
EXEMPT STATUS:	Exempt	DATE:	5/3/2016

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 FTE Support Specialist performs functions specific to supporting the FTE data needs within FLVS. The FTE Support Specialist supports the overall FTE funding process by reviewing data for data integrity issues, researching issues for corrections, acting as a liaison between internal departments to ensure data updates are made in a timely manner, and communicating with external parties as required to support data needs. The FTE Support Specialist coordinates the McKay and Personalized Learning Scholarship processes, analyzes Advanced Placement and Industry Certification data for reporting, serves as a backup to the FTE Analyst, and assists with any FTE processes as required.

ESSENTIAL POSITION FUNCTIONS:

- Obtain, review, and report data related to the District Virtual Instruction Program
- Review reports for missing physical school data in VSA for students and determine appropriate action to update systems
- Review preliminary FTE reports from various sources (i.e.; FTE application, Data Warehouse, Connexus) for data corrections to ensure accurate data in FTE reporting
- Review enrollment reinstatement requests to determine if it affects FTE and communicate with Enrollment regarding official completion data updates
- Communicate with students, parents, guidance counselors, Customer Relations Support and Enrollment as required to verify and update student and academic profile data in VSA
- Assist with Florida Department of Education (FLDOE) survey data internal audits, including researching audit exceptions, providing support to government agencies, and organizing evidence
- Coordinate the McKay process with the FLDOE including processing the file from the FLDOE to determine matches with FLVS students, creating reporting on enrollments for data requests, analyzing enrollment trends to determine impact to FLVS from legislative changes and reporting summarized data to the FLDOE
- Coordinate the Personalized Learning Scholarship Account (PLSA) process with the FLDOE including processing the file from the FLDOE to determine matches with FLVS students, creating reporting on enrollments for data requests, analyzing enrollment trends to determine impact to FLVS from legislative changes, uploading PLSA file to VSA server for Florida Services and reporting summarized data to the FLDOE. In addition, serve as liaison between the FLDOE and Florida Services to ensure proper billing of enrollments
- Create Survey 5 student data reports for Advanced Placement (AP) exam scores and Industry Certification (IC) exam pass/fail scores. In addition, review data created by Accountability with bonus calculations to ensure FTE was submitted
- Train as a backup on Staff and Student FTE processes

- Maintain department FLVS Connect/Box site
- Interface with Florida Services' District Relations Manager team for communication and training
- Maintain department Standard Operating Procedures (SOPs)
- Maintain communications with appropriate internal departments to correct and monitor FTE related funding data (i.e.; Instruction, Florida Services, Talent Management)
- Maintain communications with appropriate external parties to correct and monitor FTE related funding data (i.e.; FLDOE, Connections Academy)
- Track, measure, and update defined department goals specific to FTE processes
- Perform general administrative functions to support department needs
- 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 in business, public administration, or a related field; or equivalent combination of education and relevant experience

Experience:

- Three years of progressive data entry and analysis

Knowledge, abilities and skills:

- Excellent MS Office programs, including Excel and Access, and/or other comparable data tools
- Knowledge of current applicable federal, state, school district laws, codes, and regulations
- Ability to efficiently coordinate multiple projects under the pressure of deadlines
- Strong verbal and written communication skills

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 to</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>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>
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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: 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.