



JOB DESCRIPTION: ADMINISTRATOR, FLORIDA SERVICES OPERATIONS

DEPARTMENT:	Business Development	REPORTS TO:	Director, Florida Services
JOB CLASS:	Administrator	PAY GRADE:	20
EXEMPT STATUS:	Exempt	DATE:	02/06/2014

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

POSITION GENERAL SUMMARY:

The Administrator, Florida Services Operations manages the customer service, support, and daily operations of all departments in Florida Services including franchises, blended learning, district relations, and elementary. The Administrator, Florida Services Operations manages all department business operations, sales operations, CRM management, and new business management. The Administrator, Florida Services Operations oversees all financial and budget processes and contractual obligations and develops and executes the company's strategic vision. The Administrator, Florida Services Operations participates in the department's overall planning, development, and evaluation processes.

ESSENTIAL POSITION FUNCTIONS:

- Develop, execute and communicate the organizational strategy for Florida Services including franchises, blended learning, district relations, and elementary departments and implement strategies to meet financial goals
- Develop new program offerings and options to meet business and customer needs
- Assist in the development of the overarching vision and general growth plans for Florida Services, including the franchise program
- Develop department-based policy and procedure, adjusting procedures to best fit organizational and customer needs and partnering with other departments as needed
- Proactive in problem-solving measures and make decisions to maintain customer satisfaction
- Analyze and disseminate information on legislative implications and impacts on department and operations
- Maintain organizational culture within Florida Services and the franchise through maintaining a close business relationship
- Ensure that FLVS products and services are properly represented by franchise
- Review both the individual and overall performance of the franchise and its employees
- Communicate new/changed FLVS policy and procedure to franchise and business partners
- Integrate franchise requirements and communicates technical changes to systems
- Assist franchise managers in troubleshooting technical issues with FLVS until resolved
- Initiate and implement the franchise agreement, following with oversight and support of franchises in meeting the franchise criteria
- Ensure that FLVS departments work in concert to provide FLVS customer support to franchise and business partners
- 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 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:

- Bachelor’s Degree in Business or other related field; or equivalent combination of education and relevant experience

Experience:

- Three years’ account management or field operations experience in the education industry
- Three years’ working directly with school districts in a liaison capacity

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Knowledge of design and implementation of goal-driven marketing and public relations efforts
- Ability to apply customer relations skills to the needs and concerns of individual users, district-leadership and educational partners
- Ability to exercise discretion and independent judgment when representing FLVS
- Knowledge of state rules, laws, policies, and procedures applicable to middle and high school students
- Strong written and verbal communication skills
- Ability to manage multiple projects in multiple locations
- Ability to demonstrate proficiency in organization and coordination skills

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><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></p>	<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><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></p>
<p style="text-align: center;">CUSTOMER FOCUS</p> <p><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</i></p>	<p style="text-align: center;">FUNCTIONAL 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 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</i></p>

<i>possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>	<i>organized and timely fashion; Manages time and priorities effectively</i>
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MANAGER COMPETENCIES FOR SUCCESS:

<p>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></p>	<p>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></p>
<p>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></p>	<p>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></p>
<p>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></p>	<p>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>
<p>PROCESS MANAGEMENT <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 <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 <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 <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 <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</i></p>	

stand; Faces up to people problems on any person or situation quickly and directly

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote (must reside in one of the districts of the region posted, centralized location preferred)
- 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.