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**JOB DESCRIPTION: FLORIDA RELATIONS SENIOR MANAGER**

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<b>DEPARTMENT:</b>	Florida Services	<b>REPORTS TO:</b>	Director of Florida Services
<b>JOB CLASS:</b>	Senior Manager	<b>PAY GRADE:</b>	20
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	07/27/2011

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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:**

The Florida Relations Senior Manager oversees all activities related to external client outreach in Florida and supervises the District Relations Managers. The Senior Manager provides leadership to the District Relations Managers and assists the Director in providing direction in public relations and state policies to ensure that FLVS business objectives are satisfied. Duties include data analysis and recommendations for action.

This person will serve as a liaison between the Director and the District Relations Managers as well as between FLVS and representatives of the DOE Departments for Home Education, School Choice, and other relevant contacts.

The Florida Relations Senior Manager will stay current on all FL DOE standards and policies. The Senior Manager is responsible for analyzing data and recommending data driven decisions. The Senior Manager will supervise the District Relations Managers team members by coordinating, assigning, and monitoring task distribution, providing mentoring and training, and evaluating progress through the FLVS performance appraisal.

**ESSENTIAL POSITION FUNCTIONS:**

- Advises Director of Florida Services on trends and needs for external FLVS stakeholders
- Facilitates communication between the District Relations Managers teams and other FLVS departments regarding district support, school policy, and procedural issues
- Facilitates communication between FLVS and external stakeholders, including, but not limited to, Superintendents, school and district administrators, counselors and other district personnel
- Hires and supervises District Relations Managers team members by coordinating, assigning, and monitoring task distribution, providing mentoring and training, and evaluating progress through the FLVS performance appraisal
- Coordinates regional district activities and fosters a creative and supportive environment
- Participates in and leads regular team meetings
- Keeps abreast of new developments in state policy and district/school related initiatives through readings, conferences, and other means of gathering training and knowledge and disseminates information to team and staff on a regular basis
- Identifies potential growth opportunities within target markets
- Serves as a liaison with state and national organizations to keep abreast of best practices and state initiatives
- Participates in the development of annual goals, objectives, and accountability metrics for the Florida Services department; recommends, implements, and administers methods and procedures to enhance District Relations Managers operations
- Provides analysis and strategies for increasing enrollments and yield

- Works with the District Relations Managers in their assigned territories to determine focused growth strategies
- Directly supervises and provides support for the District Relations Managers
- Works with Director of Florida Services and District Relations Managers on meeting budget
- Meets professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established as part of the annual performance planning process or 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:***

- Bachelor’s Degree; or equivalent combination of education and relevant experience

***Experience:***

- Seven years experience in education, marketing or public relations
- Three years experience in leadership, supervisory or management
- Customer service, account management or liaison experience

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

- Possesses excellent written and oral communication skills
- Works independently with little direct supervision
- Possesses knowledge of professional and technical issues affecting the organization
- Manages multiple projects in multiple locations
- Demonstrates proficiency in organization and coordination skills
- Works effectively as part of a team
- Utilizes all required and recommended FLVS computer applications
- Strong communication and presentation skills

**CORE COMPETENCIES FOR SUCCESS:**

<p style="text-align: center;"><b>COMMUNICATION SKILLS</b></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;"><b>INTERPERSONAL SKILLS</b></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;"><b>CUSTOMER FOCUS</b></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</i></p>	<p style="text-align: center;"><b>FUNCTIONAL EXPERTISE</b></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>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>	<i>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 organized and timely fashion; Manages time and priorities effectively</i>
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**LEADERSHIP COMPETENCIES FOR SUCCESS:**

<p style="text-align: center;"><b>DEVELOPING OTHERS</b></p> <p><i>Provides constructive, concrete, behavioral feedback to others Shares information, resources, and suggestions to help others be more successful; Delegates work assignments or responsibilities that will help develop abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Works well with the organization’s system for developing others</i></p>	<p style="text-align: center;"><b>FINANCIAL ACUMEN</b></p> <p><i>Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility</i></p>
<p style="text-align: center;"><b>INFLUENCING OTHERS</b></p> <p><i>Persuades others to adopt or build on ideas or recommendations; Facilitates “win-win” situations; Advocates position effectively; engages in healthy, constructive debate and dialogue; Stimulates discussion to higher level, bigger picture; Develops trust in a timely manner to facilitate negotiations; Versatile in style-diplomatic and direct depending on situation needs</i></p>	<p style="text-align: center;"><b>INTROSPECTIVE</b></p> <p><i>Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve the organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions; Seeks to understand others – their function, role, challenges, style – and responds accordingly to achieve the most productive working relationship; Seeks understanding of his/her values and those of others to help motivate and inspire others</i></p>
<p style="text-align: center;"><b>PERFORMANCE MANAGEMENT/ACCOUNTABILITY</b></p> <p><i>Puts processes and procedures in place to ensure organizational success; puts target metrics in place; sets clear, well-defined performance outcomes and tracks progress; Holds self and others accountable for achieving goals and objectives; Delegates responsibilities effectively to others to manage his/her workload appropriately; Provides constructive feedback and resources for growth and development; Holds meetings on a regular basis to discuss expectations and performance</i></p>	<p style="text-align: center;"><b>STRATEGIC THINKING</b></p> <p><i>Formulates objectives, priorities and plans consistent with long-term vision; Perceives the impact and implications of strategic decisions; Capitalizes on strategic opportunities and manages risks; Considers the impact of political, economic, social, technological, environmental and legal trends to help inform strategic decisions; Anticipates potential political or competitor threats to the organization; seeks out political or competitor opportunities for the organization; Aligns organizational structure to support strategic direction</i></p>
<p style="text-align: center;"><b>TEAM BUILDING</b></p> <p><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 the achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; Create and participates in team building sessions; Cultivates open discussion; Success equates to the “entire” team and not individuals</i></p>	<p style="text-align: center;"><b>VISIONARY</b></p> <p><i>Clearly communicates the desired future state for the organization, providing the basis for formulating organizational strategies and goals; Acts as a catalyst for long-term organizational changes; Demonstrates an optimism and sense of urgency that inspires others to embrace the vision; Articulates organizational mission and values; Focuses on emerging issues rather than on the past; Sees long standing problems as solvable and long term changes as achievable; Often asks the “what if” questions</i></p>

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Remote
- Frequency of travel: Up to 50% travel is required for meetings, trainings and conferences; location may vary and will 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.*