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**JOB DESCRIPTION: FLORIDA SERVICES SUPPORT REPRESENTATIVE**

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<b>DEPARTMENT:</b>	Florida Services	<b>REPORTS TO:</b>	Administrator, Florida Services Operations
<b>JOB CLASS:</b>	Support Representative	<b>PAY GRADE:</b>	14
<b>EXEMPT STATUS:</b>	Non-Exempt	<b>DATE:</b>	06/26/2012

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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 Services Support Representative supports the Florida Services team projects by assisting the members of the team with various duties, including but not limited to, tracking budgets and ROI, organizing events and meetings, processing purchase orders, scheduling travel, ordering collateral, inputting database information, creating data reports, maintaining records, and assisting internal and external customers. The Support Representative works closely with the Florida Services team members to ensure that supervisor expectations are met or exceeded.

**ESSENTIAL POSITION FUNCTIONS:**

- Maintain a high level of customer services with internal departments and external customers such as school and district administrators, counselors, vendors, parents, and students
- Administer office functions for the Florida Services team, such as assisting in budget preparation, tracking budget and monitoring expenditures, tracking contractors, collateral orders management, and special customer mailings
- Serve as point of contact and liaison with internal and external contacts for the Florida Services team
- Act as a system administrator and provides team support and training on Salesforce.com
- Collaborate with other agencies and/or departments on upcoming projects
- Develop and participate in developing the standard operating policies and procedures for the office or department
- Track effectiveness of established policies and procedures, reporting findings to the department manager
- Track and create reports for the Florida Services marketing campaigns
- Develop reports and spreadsheets as needed, prepare for Florida Services team events and meetings
- Coordinate collection of data for reports
- Perform general administrative duties as assigned
- Track, monitor, process, and manage the annual Private School affiliation (MOA)
- Provide weekly data reports, budget update reports, and monthly FLVS updates
- 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; or equivalent combination of education and relevant experience

***Experience:***

- Two years’ of experience in related field
- Experience using databases and CRM tools is 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
- Skilled in working in a detail-oriented, deadline driven environment
- 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
- Ability to exercise independent judgment to adopt or modify methods and standards to meet responsibilities

**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 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;"><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 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></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.*