

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: HEALTH SCIENCES STUDENT NAVIGATOR

PAY GRADE: P-1

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Provide wrap-around support services to health sciences students college-wide. Coordinate activities and initiatives to increase student participation in academic support in an overall effort to increase retention and retainment. Work to identify and remove barriers to student success.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: Associate's degree required, preferably in business, customer service or student development-related area.
2. Years of experience in the field: Two years of work experience is required, preferably in a post-secondary educational environment. Customer service experience is also required.
2. Special skills or abilities related to the position: Knowledge and understanding of the technical and educational aspects of all college programs and services. Ability to work with the public, especially with the educationally and financially disadvantaged and distressed students experiencing personal, social, and behavioral challenges. Knowledge of community social services and resources and how to help students access those services. Ability to acquire knowledge of procedures, rules, and regulations; positive human relations skills. Must have excellent verbal and written communication skills, collect data, and maintain accurate service records.

ESSENTIAL JOB FUNCTIONS:

1. Support admissions and recruiting to provide specialized services for prospective health sciences students.
2. Meet individually with students experiencing barriers or who are at risk for non-progression.
3. Develop and follow through with individualized student support plans as needed.
4. Connect students with campus and community support services. Collaborate with Academic Affairs and other departments on behalf of health sciences students.
5. Handle complex and sensitive student situations.

6. Stay informed of new programs, changes in programs, institutional changes, etc.
7. Apprise supervisors of any internal problems which may affect service to health students.

8. Maintain records of health sciences student interactions.
9. Provide support clarifying policies and procedures for staff, other college personnel, student applicants, and their families.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as necessary)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ocala Campus

SUPERVISOR OF POSITION: PROJECT DIRECTOR – DEPARTMENT OF LABOR
CONSORTIUM