State College of Florida, Manatee-Sarasota
Job Description

Job Title: Specialist, Driver Improvement
Reports to: Director, Traffic Safety Institute
FLSA Status: Non-Exempt
Level: 115
Position Class: C9929

Job Summary:
Provides administrative support to all programs within the Traffic Safety Institute including maintenance and monitoring records, office management and statistical reporting to government entities. Oversees Driver Improvement programs to insure compliance with program procedures, rules and regulations. Assists the Director, Traffic Safety Institute in the operations of the various programs and reports issues that need attention.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Works with students and processes registrations for various programs offered by the Institute. Accepts payment, writes receipts, and appropriately follows all cash handling and accounting procedures. Completes the daily deposit.

2. Maintains and organizes student files/records and class rosters, primarily the Special Supervision Services Program. Maintains absolute confidentiality.

3. Prepares materials for class instructors or clinical staff.

4. Prepares and processes completion reports and monthly quarterly reports to various agencies, and statistical reports as directed.

5. Interviews and greets visitors and provides information about various programs.

6. Processes, orders, and tracks all required record requests such as those for FDLE, DMV and treatment agencies.

7. Liaisons with course providers and referral agencies. Maintains communications, problem solving and advises of new procedures and policies. Coordinates and monitors any required meetings.
8. Assists in the creation and distribution of program information and marketing activities for the particular area of responsibility.

9. Types, proofs, processes letters, examinations, minutes, forms, schedules, manuals, booklets, requisitions, purchase orders, and related paperwork as requested by the Office Coordinator or Director.

10. Completes data entry regarding courses, student registrations, schedules, operations and other related information. Receives data for informational reports.

11. Assists in the preparation and maintenance of department budget records and maintains accounts payable.

12. Assists in maintaining a high level of customer satisfaction. Assists in collecting and compilation of information used for quality assurance.

13. Assists other staff in their duties.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED) and three or more years of related experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read and interpret documents such as procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, database, spreadsheet and email software.
• **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
This position is responsible for monitoring of the budget, assists in maintaining fiscal responsibility and has input in the development of the budget.

This position is responsible for reconciliation of daily cash receipts.

**Responsibility for Communication:**

  • **Internal Contacts:**
    This position has routine contact with State College of Florida, Manatee-Sarasota staff and students.

  • **External Contacts:**
    This position has daily contact with clients, the general public, probation, the court system, treatment providers, DHSMV, community organizations, and vendors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**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.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Service Excellence: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:
RESPECTFUL
Act in a courteous manner
Actively listen to gain full understanding
Demonstrate awareness of “everything speaks”
Show empathy and caring

RESPONSIVE
Approach people in an inviting and pleasing manner
Take ownership of actions and decisions
Plan, anticipate, and be forward thinking
Answer and return phone calls and emails
Use proper communication etiquette
Banish the phrase “not my job”
Provide assistance to all inquiries and follow through

ACCURATE
Do it right the first time
Be knowledgeable of product and how it interfaces with others
Ask probing questions
Use resources effectively and efficiently

COLLABORATIVE
Participate in teams
Develop team skill sets
Learn available resources to be responsive to your constituents
Develop internal and/or external connections

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.
**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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