

| | |
|-------------------|--|
| Job title | <i>Student Counseling & Advising Officer</i> |
| Reports to | <i>Vice President/Dean Student Services and/or President</i> |

Job purpose

Under the direction of the *Vice President /Dean Students Services* or Designee, the Student Counseling & Advising Officer will perform a wide variety of specialized administrative functions creating and supporting a counseling program; advise and counsel students; evaluate and verify student eligibility for programs; coordinate communication, prepare and disseminate information concerning counseling programs; work with a considerable degree of independence relieving the *Vice President /Dean of Student Services* of a wide range of routine program administration.

Duties and responsibilities

- Take the lead in establishing counseling and advising services for the College.
- Provide educational counseling for prospective, new, and continuing students.
- Work with College administrators on creating a variety of academic programs.
- Assist in the articulation process which assures smooth transfer of students into the College and appropriate transition of College students into baccalaureate institutions.
- Assist students in the development of their individual educational plans and goals.
- Participate in "drop in" counseling.
- Provide detailed information and make appropriate referrals to current and potential students regarding College regulations, admissions, financial aid, residency requirements, and student support services available on campus and in the community.
- Assist students in completing admissions and financial aid applications; and to utilize the College's electronic registration systems.
- Review documents, records, and forms for accuracy, completeness and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions.
- Prepare and maintain student files to meet state auditing regulations.
- Work with partner institutions to enter and maintain student information in the MIS database required by the state Chancellors Office.
- Provide general information to students and community members regarding the availability of specific majors, certificate programs, two- degree programs, student transfers to four-year degree programs, student pathways towards success, and financial aid and scholarship opportunities.
- Assist in the planning, development and implementation of programs designed to encourage the success and retention of students.
- Participate in student orientation and registration.
- Represent the College and its related programs at various meetings, conferences, and community events as assigned.
- Assist in the planning, scheduling, and delivery of information sessions, orientation sessions, application and financial aid workshops, and campus tours.

- Prepare and maintain a variety of files and records related to services and activities; maintain student records and documentation to ensure accurate tracking of progress; assist in compiling and entering data and preparing comprehensive reports.
- Maintain student records and documentation to ensure accurate tracking, assist in compiling and entering data and preparing comprehensive reports for auditing purposes.
- Assist in designing, preparing, and distributing the Student Handbook and all recruitment materials; including using computer graphics software and maintaining Web pages for the student services departments.
- Establish and maintain cooperative working relationships and good customer service with students, staff, faculty, and the general public.
- Perform general clerical work; prepare a variety of documents and forms; answer telephones; greet students, staff, faculty, and general public; and schedule appointments.
- Assign, train, supervise, and review the work of assigned student workers.
- Attend and participate in professional development activities as assigned while maintaining personal trainings up-to-date as required for the position and the College.
- Perform related duties as required.

Knowledge and skills

- Demonstrated skill in participatory decision-making and consensus building with strong communication and interpersonal skills.
- Develop and articulate a vision for a community college, learning-centered student support programs and services, which deals with the whole student; and demonstrated ability to read and interpret pertinent state and federal laws and regulations concerning community college counseling, articulation, career development, transfer planning, and student psychological services.
- Demonstrated organization skills and management expertise including successful personnel and budget management in student services.
- Demonstrated currency in counseling techniques and theories.
- Demonstrated ability to serve as an effective leadership team member. Implement new technologies as tools for learning, teaching, administering and generally improve the work area or scope of work.
- Ability to lead the College in program design and development. Plan, organize, direct, administer, review and evaluate programs and services within the College. Work with College faculty and staff to design, develop and implement approaches to address student needs.
- Demonstrated knowledge of the California Community College Student Success and Support Program Model (formerly matriculation), California Education Code and Title 5.
- Demonstrated strong communication skills, written and oral. Ability to articulate and relate positively to faculty, staff, students, and community.
- Strong editing skills with attention to detail.
- Ability to meet deadlines.
- Strong contributor in team environments.

Qualifications

- Minimum of four years' experience with Student Counseling and/or Advising in a college or university environment.
- Experience working in deadline-driven environments.

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.

- Able to create, implement, and monitor systems, programs, and projects relating to student counseling and advising.
- Able to work well in a team environment, handle multiple assignments and meet deadlines.

| | |
|-----------------------|--|
| Approved by: | <i>Celeste Townsend, Interim President</i> |
| Date approved: | <i>12/08/2018</i> |
| Reviewed: | <i>12/08/2018</i> |