

Position: Counseling Assistant II	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Using a case management approach for students with special needs, provides academic and related advising to students including orientation, monitoring progress, and developing intervention strategies to enhance student retention.

Essential Duties and Responsibilities

- Serves as the primary person to conduct orientation and assessment sessions for students, including scoring and proctoring assessments, as needed. Recommends and provides appropriate support services and intervention strategies, focusing on student learning and success.
- Provides accurate information and appropriate referrals based on an extended analysis of each student's needs.
- Schedules students for appointments with counselors, assessment and orientation sessions, and other support services.
- Works with Admissions, Counseling Center, and Financial Aid Office staff to track and monitor students' satisfactory academic progress.
- Provides routine academic advising ranging from course alternatives, degree and certificate requirements, and transfer information to students on a drop-in basis or by appointment. Offers alternative education courses and experiences that may better enhance learning and retention.
- Assists students in the college enrollment process, including scheduling classes.
- Plans, develops, and presents activities for students such as, but not limited to outreach, transfer activities, and career fairs.
- Maintains adequate inventory and updates flyers, pamphlets, and worksheets that are designed to inform students of school activities, financial aid, student activities, community resources, and employment. Develops materials that are beneficial to students with special needs.
- Performs related duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires an in-depth working knowledge of the activities associated with

providing customer service, clerical support, and case management of special needs students in an academic counseling and advising office. Requires a well-developed knowledge of the philosophy and practices of student learning and student success. Requires a working knowledge of the processes used for general academic advising. Requires a working knowledge of student support services such as financial aid and employment. Requires an in-depth working knowledge of community college, high school equivalency, and transfer program requirements. Requires a working knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases. Requires sufficient human relations skills to convey policies, procedures, and instructions to others.

- **Abilities**

Requires the ability to carry out the responsibilities of the position. Requires the ability to complete customer transactions demonstrating sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those whom the college serves. Requires the ability to apply college policies and procedures dealing with advising and counseling, and integrate them with other programs such as financial aid and community resources. Requires the ability to apply sound judgment, to establish and maintain cooperative, effective working relationships with others, and to assist students in solving academic and financial problems. Requires the ability to perform routine data entry onto academic databases. Requires the ability to analyze student needs and provide appropriate referrals. Requires the ability to convey a positive image of the College and describe or refer students to other services. Requires the ability to develop programs and strategies for enhancing student learning and retention. Requires the ability to work flexible shifts and days.

- **Physical Abilities**

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

- **Education and Experience**

The position requires completion of an Associates Degree and 1 year of clerical experience in counseling, financial aid, or admissions in a community college environment. Additional experience may substitute for formal education.

- **Licenses and Certificates**