

**JOB TITLE:** Director, Advising and Counseling

**DEPARTMENT:** Advising and Counseling

**LOCATION:** Union Campus

**REPORTS TO:** Vice President, Student Development

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 3/16/18; 07/28/2014

**POSITION SUMMARY:** Responsible to provide leadership in the overall management of advisement services, career services, access services, and represent the college in the social services and educational community.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree; two years related experience

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Develop, direct, and manage counseling and academic advisement services in close coordination with all other divisions.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Develop and manage the department budget, approving all expenditures.
- Oversee the development of services and the provision of accommodations to special student populations in accordance with the American with Disabilities Act and Section 504.
- Supervise the international student mission process in accordance with applicable legislation.
- Supervise the department's workforce development activities.
- Supervise the administration of non-instructional testing, i.e. GED and ACT.
- Assist in the registration process as necessary.
- Provide academic services as necessary.
- Conduct seminars on goal settings, study skills, learning styles and related topics as needed.
- Train and update faculty and staff advisors as necessary.
- Develop and recommend related policies and procedures for the college.
- Serve on various college committees.
- Participate in orientation and student success activities.
- Assist in recruitment efforts and represent the college in the community as requested.
- Participate in community or professional events as requested.
- Travel to satellite campuses to provide services as needed.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Excellent organizational, analytical and planning skills. Ability to establish and maintain positive working relationships with other employees at all levels. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Employee development and performance management

skills. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Availability to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges. Ability to interact effectively with diverse student populations and a wide variety of co-workers. Ability to analyze complex human relations situations accurately, and resolve problems expeditiously. Familiarity with the requirements of the ADA and the Rehabilitation Act of 1973, Section 504.

**LEADERSHIP and COMMUNICATION SKILLS:** Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments.

**DECISION-MAKING and ANALYTICAL SKILLS:** May be responsible for actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients, or others in the general public. Perform professional-level work requiring a wide range of administrative, technical, scientific, engineering, accounting, legal, or managerial methods applied to complex problems.

**EQUIPMENT/SOFTWARE:** Use office machines such as copiers or calculators. Use computers for word processing, spreadsheets, PowerPoint presentations, or custom applications; and/or operate and/or repair large shop equipment and machines; and/or operate or repair vehicles.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Academic Advisor, Counselors, Secretary-Testing Assistant, Coordinator, Career Services

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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Supervisor Signature/Date

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