

JOB TITLE: Director, Advising and Counseling

DEPARTMENT: Advising and Counseling

LOCATION: Union Campus

REPORTS TO: Vice President, Student Development

FLSA: Exempt

LEVEL: 206

DATE: 4/3/23; 5/10/21; 3/16/18

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 academic advisement services in close coordination with all other divisions.
- Develop, direct, and manage counseling services in close coordination with all other divisions.
- Oversee the provision of accommodations to the main campus and online student populations in accordance with the American with Disabilities Act and Section 504.
- Oversee testing which requires Access supports.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Coordinate customer service by overseeing the Student Service Specialist team.
- Develop and manage the department budget, approving all expenditures.
- Supervise the international student mission process in accordance with applicable legislation.
- Supervise the process of the DESE required Graduate Follow-Up, or the 180-Day Report.
- Manage Pathways-based advising caseload as necessary.
- Assist in the registration process as necessary.
- Provide academic services as necessary.
- Train and update faculty and staff advisors as necessary.
- Coordinate partnership advising discussions with academic departments for training and information sharing.
- Monitor course offerings and communicate full classes, waitlist needs, etc., as needed with academic deans.
- Coordinate with academic deans regarding course offerings.
- Coordinator communication regarding cancelled or altered courses as necessary.
- Develop and recommend related policies and procedures for the college.
- Serve on various college committees.
- Participate in orientation and student success activities as necessary.
- Assist in recruitment efforts and represent the college in the community as requested.
- Participate in community or professional events as requested.
- Travel to satellite sites to provide services as needed.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- 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, and standards in a safe and efficient 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 Advisors, Counselors, Student Services Specialist, Career Services

SIGNATURE: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*