

College of the Redwoods

Position Description

Position: Counseling Assistant I	Position Number:
Department:	FLSA: Non-exempt
Reports to: Student Development Manager	Salary Grade: 114

Summary

Provides reception, customer service, and otherwise serves as the initial contact person with students in the Counseling & Advising Center, providing information and assistance based on an student's needs. Assists and advises students on matters related to course selection, scheduling options, college programs, and enrollment.

Essential Duties and Responsibilities

- Provides reception and otherwise serves as the initial contact person with students visiting the Counseling & Advising Center.
- Provides accurate information and appropriate referrals based on a cursory and immediate analysis of each student's needs.
- Schedules students for appointments with counselors and advisors, assessment and orientation sessions, and other support services.
- Participates in the facilitation of orientation.
- Provides orientation and direction to appropriate support services and intervention strategies that support student learning and success.
- Assists students in the college enrollment process, including scheduling classes.
- Assists in planning, developing, and presenting activities for students such as, but not limited to outreach, transfer activities, and career fairs.
- Maintains adequate inventory and may update flyers, pamphlets, and worksheets that are designed to inform students of school activities, transfer services, financial aid, student activities, community resources, and employment.
- Prepare reports and correspondence as assigned.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires a working knowledge of the activities associated with providing customer service and clerical support in the Counseling and Advising office. Requires a basic knowledge of the philosophy and practices of student learning and student success. Requires a basic knowledge of the process for general academic advising. Requires a working knowledge of student support services such as financial aid and employment.

Requires a basic 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 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 learn college policies and procedures, and apply them with sound judgment, to establish and maintain cooperative, effective working relationships with others, and to assist students in solving problems. Requires the ability to perform routine data entry onto academic databases. Requires the ability to learn 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 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 a High School Diploma and two years of experience in a college office such as admissions, financial aid, or an academic department. Additional education may substitute for experience.

▪ **Licenses and Certificates**