

College of the Redwoods

Position Description

Position: Advising and Outreach Manager	Position Number:
Department: Instruction	FSLA: Exempt
Reports to: Dean, Enrollment Services	Salary Grade: 123

Summary

Under the general direction of the Dean of Enrollment Services, the Manager of Advising & Outreach oversees professional level work in the administration of student advising, outreach, enrollment services, and the Dual Enrollment program. Working collaboratively across college departments and with external partners, the Manager is responsible for fostering a culture of student success by actively assessing, developing and maintaining initiatives and core services that enrich current and potential students' advising experience and performs related duties as required or assigned.

Essential Duties and Responsibilities

- Provide administrative leadership and supervise Counselor Assistant IIIs in Admissions and Records.
- Oversee services and activities designed to support student advising needs.
- Develops and oversees programs designed to facilitate the achievement of students' educational goal(s).
- Design and implement a multi-modality outreach plan to advise the community and the area high schools for target student populations.
- Maintain partnerships with external entities, including K-12 school districts, four-year universities, industry partners and community-based organizations.
- Direct and maintain advising messaging and policy consistent with best practices.
- Meet on a regular basis with other instructional and institutional administrative and management personnel for planning, idea sharing, issue resolutions and operational communications.
- Oversees all functions of the Dual Enrollment Program;
- Serve as a resource to administration, faculty and staff in the interpretation of state and federal guidelines for Dual Enrollment.
- Serves as a college liaison to high school faculty, staff, and students;
- Manages the Dual Enrollment program offerings with the college and high school Districts for inclusion in the College and Career Access Pathways (CCAP) agreements.
- Manages the ongoing creation of articulation agreements with K-12 partners and College of the Redwoods.
- Maintains an understanding of current concepts, research and practices pertaining to the areas of responsibility through continued study and

- participation in professional organizations.
- Develop goals within the College's Educational Master Plan and the District's Annual Plan.
- Maintains accurate records, files, databases, and prepares reports;
- Perform other duties as assigned to support the overall objective of the position.

Qualifications

Knowledge and Skills

Knowledge of:

- Principles of dual enrollment and advising program administration
- Techniques for dealing with individuals from diverse academic, ethnic, socioeconomic and cultural backgrounds
- Different learning styles and the implications of these styles when attempting to convey information to students.
- Knowledge of higher education policies that govern student services programs in California.
- Program management principles and practices, including program planning, development, implementation and evaluation
- College & Career Access Pathways and the differences between dual enrollment and concurrent enrollment
- Computer applications related to the work
- Standard office practices and procedures, including recordkeeping, filing and the operation of standard office equipment

Abilities

Skill in and Ability to:

- Interpret, apply and explain complex laws, rules and regulations
- Plan, organize and provide programmatic oversight in the assigned areas
- Represent the College with community groups, organizations agencies providing services to dual enrolled students
- Prepare reports, correspondence and other written materials
- Organize work, setting priorities and meeting critical deadlines
- Exercise sound judgment within policy and procedural guidelines
- Maintain accurate records and files
- Establish and maintain effective working relationships with those contacted in the course of the work
- Communicate effectively both orally and in writing.
- Lead discussions and make presentations to large and small groups.
- Demonstrate initiative, creativity, team work, conflict resolution/decision making skills
- Organize, retrieve, manage and present large amounts of informational details about college programs and course work.
- Demonstrate sensitivity to the needs and concerns of a diverse college population.
- Work well under pressure; learn quickly
- Work ethically with confidential information.

- Utilize a variety of computer software, including college data systems and internet.

Physical Abilities

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

Education and Experience

Bachelor's Degree plus 2 years work experience in a student support environment. Experience working with dual enrolled students experience working in high schools preferred.

Licenses and Certificates

Requires a valid driver's license.