PALOMAR COMMUNITY COLLEGE DISTRICT

COUNSELING SERVICES SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To provide support for general and career counseling, assessment and transfer center functions; to perform a variety of functions in support of student academic assessment procedures; to refer students to other counseling staff and/or faculty as appropriate; to create and maintain counseling schedules; to review student records to verify eligibility for placement in courses; and to perform a variety of tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Under general supervision from the Dean, Counseling Services, receives direction from an assigned department chair, director, or supervisor.

May receive direction for daily functional and procedural tasks from higher-level department staff.

May exercise functional and procedural supervision over short-term, student, or volunteer staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provide information to students regarding college academic, vocational and career information policies and regulations; refer students to career planning and personal counseling as appropriate; assist students seeking educational, career, and vocational information; provide information and assist students in completing online applications and registration.

2. Assess student records; review transcripts and course descriptions from other colleges for student placement; verify student eligibility for specific classes or on-line registration; verify matriculation classification of students; verify eligibility for placement in math and English classes.

3. Provide assistance to students regarding academic assessment requirements, course equivalency information, graduation articulation requirements and transfer information; provide individual assessment for students; interview students to assess needs, interests and requirements and take appropriate action.

4. Provide transfer information to students; inform students of deadlines, restrictions, transfer options and articulation agreements; assist students in the preparation of transfer applications.
5. Create and update computerized counseling appointments and schedules; schedule assessment appointments; prepare reminder notices of appointment schedules; retrieve student records for scheduled appointments; contact students to reschedule appointments.

6. Schedule and present orientations to students; reserve rooms for orientation sessions; review orientation guidelines with new students including college policies and procedures; assist students in selecting classes; provide materials for counselor and student use during orientations.

7. Provide testing services, information, and materials to individual students and in support of various campus programs; inform students of correct test taking procedures; interpret and assess test results.

8. Provide guidance to students and the public on the availability of programs and services at the College and education centers; respond to questions regarding classes and the admissions and registration process.

9. Provide information on District counseling, career center, transfer requirements and assessment services to various College departments, education centers and public information offices.

10. Answer, screen and route telephone calls; take and distribute messages; greet and direct visitors to the appropriate office or staff member; retrieve and return voicemail messages.

11. Maintain all testing materials; make recommendations for modifications to assessment materials and order new materials as needed.

12. Update brochures and materials for counselors and students; maintain inventories of, supplies, materials, and equipment; maintain accurate records, forms, and schedules.

13. Perform a variety of data entry functions; enter, store, modify, retrieve and print matriculation information.

14. Perform a variety of routine clerical functions including operating office equipment, computers, and applicable software applications; type correspondence, and copy materials.

15. Maintain and ensure confidentiality of student documents and records.

16. Compile and prepare statistical data for semester and annual reports.

Marginal Functions:

1. Attend and participate in a variety of meetings and conferences; stay abreast of new matriculation and transfer procedures as they relate to community colleges.

2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

1. Policies, procedures and operating practices applicable to career planning, academic counseling, matriculation and student academic assessment.

2. A variety of College information, services, policies and procedures within an assigned area.

3. Practices and procedures of office administration and support.
4. Policies and procedures applicable to recordkeeping. Usage of word processing, spreadsheets, database and other standard software to create documents, reports and materials.

5. Correct English usage, including spelling, grammar, and punctuation.
6. Modern office procedures, methods and equipment including computers and applicable software applications.
7. Local, State, and Federal codes, laws and regulations, including terminology and processes applicable to area of assigned responsibility.
8. Practices and procedures for developing and maintaining filing systems and records.

Ability to:

1. Provide academic, vocational and career counseling support to students.
2. Perform a variety of functions in support of student assessment procedures.
3. Recognize and assess student needs, interests and requirements and make appropriate referrals.
4. Verify eligibility and matriculation requirements for new and transfer students.
5. Provide testing services to individual students and in support of various campus programs.
6. Provide guidance to students and the public on the availability of programs and services.
7. Create and update computerized counseling appointments and schedules.
8. Research, compile, analyze, interpret and prepare a variety of administrative and database reports.
9. Operate office equipment including computers and supporting word processing, spreadsheets, and integrated systems.
10. Communicate clearly and concisely, both orally and in writing.
11. Establish and maintain effective working relationships with those contacted in the course of work.
12. Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible administrative experience in an educational setting including familiarity with counseling, student assessment, eligibility and matriculation requirements.

Training:

Equivalent to the completion of the twelfth grade. Additional college-level course work in communications, business administration or a related field is desirable.

License or Certificate
Possession of, or ability to obtain, an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; extensive contact with students and faculty.
Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; moderate or light lifting and carrying; near visual acuity to read and evaluate transcripts and records; communicating for the provision of information.