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 lead, oversee and participate in the more complex and difficult work of staff responsible for providing academic, vocational and career information counseling support to students; to serve as project administrator for the SARS program; to create and maintain counseling schedules; and to perform a variety of technical tasks relative to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

This position receives direction from higher level Counseling staff and exercises functional and technical supervision over lower level Counseling Support Specialists, students and hourly staff.

ESSENTIAL FUNCTION STATEMENTS

Essential duties and other important responsibilities/duties may include, but are not limited to, the following:

1. Lead, plan, train and review the work of staff responsible for providing academic, vocational and career information counseling support to students; plan, direct and participate in providing front desk reception services for the Counseling Center.

2. Train assigned employees in their areas of work including student contact, making counseling appointments, computer operations and related clerical functions.

3. Serve as project administrator for the SARS program; participate in the establishment of the SARS computer program at various College departments and sites; write and maintain training and reference manuals; provide user training; troubleshoot system difficulties.

4. Supervise the use and operation of the computerized scheduling system including creation and updating of computerized counseling appointments and schedules, preparation of reminder notices of scheduled appointments, retrieving student records for scheduled appointments, and telephoning students to reschedule appointments.

5. Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.

6. Serve as a resource and provide technical information to counselors, students, staff, faculty, administrators and other educational institutions.
7. Provide information to students regarding college academic, vocational and career information policies and regulations; refer students to career planning and personal counseling when appropriate.

8. Provide assistance to students regarding academic assessment requirements, course equivalency information, graduation articulation requirements and transfer information; determine matriculation classification of students; input information into computer; determine math and English eligibility and evaluate transcripts.

9. Review orientation guidelines with new students including college policies and procedures; assist students in selecting classes; reserve rooms for orientation sessions; provide materials for counselor and student use.

10. Update brochures and materials for counselors and students; maintain inventories, supplies, materials and equipment; maintain accurate records, forms and schedules; make copies as necessary.

11. Perform a variety of routine clerical functions including operating office equipment, typing correspondence and copying materials.

12. Provide assistance in the career center; assist students seeking career, vocational and educational information.

13. Compile and prepare statistical data for semester and yearly reports.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a counseling center front desk program.
- Principles of lead supervision and training.
- Principles of career planning and academic counseling.
- District matriculation and eligibility policies and procedures.
- A variety of college information, services, policies and procedures.
- Principles and procedures of scheduling meetings and appointments.
- Principles and procedures of recordkeeping.
- Modern office procedures, methods and equipment including computers.
- Pertinent federal, state and local codes, laws and regulations.

Ability to:

- Lead, organize and review the work of staff in the area of work assigned.
- Independently perform the most difficult duties in area of assignment.
- Explain rules, regulations and policies regarding area of assignment.
- Perform research and analyses.
- Troubleshoot and maintain assigned computerized applications.
PALOMAR COMMUNITY COLLEGE DISTRICT
Senior Counseling Support Specialist *(Continued)*

**Ability to:**

- Respond to requests and inquiries from students, faculty and staff.
- Prepare a variety of correspondence in the course of assigned duties.
- Work independently in the absence of supervision.
- Provide academic, vocational and career counseling support to students.
- Recognize student needs and make appropriate referrals.
- Determine eligibility and matriculation requirements for new and transfer students.
- Provide guidance to students on the availability of programs and services.
- Create and update computerized counseling appointments and schedules.
- Gather data and compile information for comprehensive reports.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**EXPERIENCE AND EDUCATION/TRAINING GUIDELINES:**

*Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the following:*

**Experience:**

Three years of responsible counseling support experience in an educational setting.

**Education/Training:**

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

**WORKING CONDITIONS**

**Environmental Conditions:**

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

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; communicating for the provision of information.