

## **COUNSELING SUPERVISOR**

### **DEFINITION**

Under the direction of the assigned administrator, plan, organize and direct the operations of counseling services and other assigned programs.

### **TYPICAL DUTIES**

Plan, organize and direct the activities of counseling services and/or other related services/programs involved in coordinating and promoting student success that may include, but not limited to, matriculation/steps to success, assessment, athletic advising, middle and high school articulation, transfer center, career center, Disabled Student Programs & Services (DSP&S), and orientation; ensure efficient faculty/student appointment scheduling processes; develop and maintain the appointment scheduling calendar; oversee student tracking for planning purposes and development of counselors' annual schedules; monitor changes in faculty contracts and adjust scheduling processes as needed; serve as system administrator for the appointment scheduling and reporting system; create student tracking/reason codes and assist with updating MIS mapping to capture matriculation/steps to success activity; hire, train, supervise and evaluate the performance of assigned personnel; develop and implement department procedures, forms and materials; monitor the input and extraction of information to on-line data processing systems; coordinate and evaluate the orientation and data collection of new and returning students to the college; compile and generate reports; assist in the development of brochures, student guides and various publications relative to recruitment; respond to requests for information from students/counselors regarding prerequisites, advanced education, and other activities; coordinate with instruction and other student services areas regarding requests for information; monitor and maintain budgets for assigned functions and activities; monitor expenditures in accordance with District policies and budget limitations; serve on college and District committees; and perform related duties as assigned.

### **QUALIFICATIONS**

#### **EXPERIENCE**

Three years' experience, including one year in a lead or supervisory capacity, in student services programs and/or records management.

#### **EDUCATION**

Bachelor's degree from an accredited institution; **OR** an Associate degree from an accredited institution **AND** two additional qualifying years of experience.

#### **KNOWLEDGE OF**

Computer systems, applications and assessment procedures and techniques related to assigned student services programs functions, educational records management and retention, modern office practices, procedures and equipment; applicable sections of the State Education Code, State Code of Regulations, other applicable laws and regulations, and college and District policies and procedures; budget preparation and management; awareness of the needs of students in the assigned student services programs; report development and monitoring; community college student populations; student services programs and categorical program policies and practices; interpersonal skills using tact, patience and courtesy, principles and practices of supervision, training; and college and District policies and procedures.

**ABILITY TO (ESSENTIAL FUNCTIONS)**

Perform the essential functions of the position; plan, organize and direct the activities of the assigned area(s); communicate effectively both orally and in writing; maintain accurate records and compile, generate, and analyze data for reports; utilize current technology to effectively perform assigned responsibilities; coordinate the use of technology for record management and retention; maintain current knowledge of and interpret, explain, and apply rules, regulations, guidelines and applicable laws related to the assigned area(s) and implement acceptable practices; prioritize and schedule work; train, supervise and evaluate personnel; maintain adequate internal controls and audit trails; analyze situations accurately and adopt an effective course of action; establish and maintain cooperative and effective working relationships with others; work successfully in a diverse organization; work independently with minimal direction; sustain regular attendance; meet schedules and timelines; exercise initiative and good judgment; resolve complex situations; and conduct individual and group training activities.