

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **SENIOR COUNSELOR ASSISTANT**

*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.*

### **SUMMARY DESCRIPTION**

Under direction, oversee, coordinate, and participate in the work of staff performing technical and paraprofessional work involved in providing counseling related information and support services to students and other persons, and facilitating the use of student support centers; deal with students, the public, faculty and staff in explaining decisions and in clarifying complex procedures; refer matters involving student concerns to a professional staff member; and perform a variety of clerical support duties relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

The Senior Counselor Assistant is the advanced journey-level classification in the Counselor Assistant series. Positions at this level are assigned to a large counseling office that is staffed with a number of positions at the Counselor Assistant I/II level and requires a position to assume the more responsible day-to-day functions of coordinating support services within the office and providing lead direction to assigned staff. Working under direction, oversees and coordinates the day-to-day support services of an assigned counseling office including to oversee and coordinate the activities of assigned staff, assist management staff, faculty, and other staff in providing services within assigned program or function, and perform the full range of technical and paraprofessional Counselor Assistant duties in support of the assigned counseling office.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinate the support services and activities of an assigned counseling office; participate in the development of processes and procedures; establish schedules and methods for providing assigned services; implement policies and procedures; make recommendations for changes as necessary.
2. Lead, plan, train, and review the work of assigned staff and student workers; coordinate the activities and services of assigned programs through assigned staff; schedule assigned staff including student employees.
3. Coordinate activities related to employee training; train assigned employees in their areas of work including appropriate methods, procedures, and techniques; identify staff development needs and opportunities.
4. Coordinate student assistant hiring processes; complete necessary documents; maintain records.
5. Coordinate staff and serve as an initial source of information and assistance to students and other persons at the counter or over the phone; provide assistance in using and understanding forms and other printed and visual materials.
6. Interpret and inform students of District policies and procedures related to enrollment, registration, pre-registration for courses, grades, class schedules and related programs.

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7. Establish and maintain effective working relationships with others; interact effectively with diverse constituencies and serve as initial source of information and assistance to students and other persons; provide information and guidance to the general public about services offered.
8. Analyze situations accurately and adopt an effective course of action; determine questions and problems that must be referred to counselors or other certificated personnel; refer individuals to the services of other college offices where they may receive appropriate assistance.
9. Provide direct services and expert assistance to students with special and unique characteristics such as the disabled; act as liaison between the counseling support services office and other related offices and refer students, future students and members of the community to the correct resource services.
10. Collect counseling contact data and provide reports to determine student needs and plan for future counseling coverage; develop counselor coverage schedule in collaboration with Fall and Spring semester, summer session, Winter and Spring Breaks and finals week.
11. Maintain computerized counselor appointment calendars and provide scheduling and other assigned assistance to counselors; make all changes for meetings, conferences and rescheduling of appointments as necessary; contact students regarding schedule changes; coordinate with other offices in scheduling appointments for students.
12. Maintain records of counselor absences and notify administration and support staff of absence; enter schedule changes and absences in the computer; prepare reports as necessary.
13. Enter, modify and retrieve complex data using a computerized system; enter override codes, student education plans, financial aid and veterans' evaluation into computer program; maintain inventory of all records.
14. Organize procedures and materials for orientation sessions, outreach programs, and other services provided; prepare informational and publicity materials and directories and maintain displays.
15. Coordinate operations and assist in the refinement and development of processes in the areas or center assigned; provide continuity of services between daytime and evening counseling staff.
16. Perform general clerical tasks such as typing, filing, receiving callers, answering the telephone, compiling data, preparing reports, and distributing informational materials.
17. Prepare requisitions and order office supplies for counseling and classified staff; perform monthly inventory of supplies.
18. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations and procedures of a college counseling office.
2. Principles of lead supervision and training.
3. Advanced methods of assisting and informing students in the assigned area.
4. Subject matter in the area to which assigned.
5. Interpersonal skills using tact, patience and courtesy.
6. Advanced methods and techniques of customer service and public relations.
7. Advanced methods and techniques of proper phone etiquette.

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8. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
9. Principles and practices of record keeping and filing.
10. Principles of business letter writing and basic report preparation.
11. Correct English usage, grammar, spelling, punctuation and vocabulary.
12. Oral and written communication skills.
13. Pertinent federal, state, and local codes, laws, and regulations.

**Ability to:**

1. Coordinate and perform a variety of duties supporting student counseling functions.
2. Provide lead supervision and training to assigned staff including student employees.
3. Oversee the day-to-day support service functions of a counseling office.
4. Perform duties at an advanced skill level with a considerable degree of independence.
5. Analyze situations, evaluate solutions, and make creative recommendations.
6. Exercise sound judgment within policy and procedural guidelines.
7. Organize work, set priorities, and direct the work of others.
8. Receive students in person and over the phone, provide assistance according to assigned area of responsibility and refer matters involving student concerns to a professional staff member.
9. Develop, prepare, and maintain accurate and complete counselor calendars and schedules.
10. Read, learn and apply District policies, procedures, rules and regulations pertaining to students.
11. Prepare clear and concise reports relative to assigned area.
12. Schedule and prioritize work while working with frequent interruptions.
13. Perform routine and detailed clerical tasks working independently.
14. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
15. Implement and maintain standard filing systems.
16. Type or enter data at a speed necessary for successful job performance.
17. Use correct English grammar, punctuation, and spelling.
18. Understand and follow verbal and written instructions.
19. Work independently and collaboratively.
20. Communicate clearly and concisely, both orally and in writing.
21. Establish and maintain effective working relationships with those contacted in the course of work.
22. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Minimum Education & Experience** - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in liberal arts, sociology or a related field.

**Experience:**

Four years of experience including two years of experience performing clerical duties at a level comparable to a Counselor Assistant II with the Chabot-Las Positas Community College District.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent student and public contact.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

4/30/74; 3/6/79; 3/30/81; 7/1/88;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Technical – Paraprofessional