

COUNSELING PROGRAM SPECIALIST

BASIC FUNCTION

Perform a wide variety of specialized administrative functions in support of the Counseling Program; evaluate and verify student eligibility for the programs; perform specialized duties related to admissions, registration and special student applications; coordinate communication, prepare and disseminate information concerning Counseling programs; work with a considerable degree of independence

SUPERVISION RECEIVED

Receives general supervision from the Dean of Counseling Services or area supervisor.

REPRESENTATIVE DUTIES

E=Essential Function

1. Perform a variety of administrative functions. Disseminate information regarding Counseling programs in person, by telephone, and through email to students, staff, faculty, administrators, and the public. Establish and maintain positive staff and public relations. *E*
2. Provide admissions, registration, and enrollment support; coordinate the processing and reviewing of admissions applications and other related documents; review for completeness, accuracy, and compliance to state and federal standards; work confidentially with student records. *E*
3. Process, review, and evaluate requests for registration, priority restorations, prerequisite and corequisite challenge forms and prerequisite waivers. *E*
4. Review documents, records, and forms for accuracy, completeness, and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions. *E*
5. Prepare and maintain student files to meet state auditing regulations. *E*
6. Update workshop presentations and obtain items for student packets. Schedule workshops for new students. *E*
7. Enter and maintain student information in the MIS database required by the state Chancellor's Office. *E*
8. Distribute and collect multiple reports each semester; notate student files for auditing purposes; perform queries to determine the number of units successfully completed or enrolled by students; *E*
9. Facilitate communications and coordinate activities between the Dean/Director/Coordinator, staff, public, and other personnel. Arrange and schedule a variety of meetings and appointments for Counseling staff; gather and prepare materials for meetings; attend a variety of meetings and record notes as assigned. *E*
10. Monitor budget expenditures and transfers, and maintain financial records as assigned; maintain current account balances. *E*
11. Order and maintain office supplies and other materials; obtain necessary supplies for meetings and other activities. Receive, open and distribute mail; receive visitors, answer telephone calls and refer to appropriate staff members. *E*
12. Operate a variety of office machines and equipment including a computer and applicable software including Microsoft Office Suite, financial and student databases, typewriter, copier, calculator, and other equipment; process maintenance requests on office equipment. *E*
13. Organize an efficient filing system and maintain a variety of files and records; maintain student records and documentation to ensure accurate tracking of progress; assist in compiling and entering data and preparing comprehensive reports for auditing purposes. *E*
14. Maintain and update the Counseling webpages; add and/or remove links to student applications. Edit content on webpage when changes occur as necessary. Compile information and produce

flyers and handouts. *E*

15. Attend and participate in professional development activities as assigned.
16. Train, assign, and review the work of student workers.
17. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Requirements, goals, and objectives of the Counseling programs; specialized functions, activities, and operations of admissions, enrollment, and registration; applicable state laws and regulations; FERPA; confidentiality requirements when dealing with personal and sensitive student information, diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, principles, practices, and procedures of business letter writing and report preparation; budgetary, accounting and record keeping methods and procedures; files maintenance and information retrieval systems; office procedures, methods, and equipment including computers and applicable software applications such as Microsoft office Suite and financial and student databases; financial aid programs; interpersonal skills using tact, patience, and courtesy; correct English usage, grammar, spelling, punctuation, and vocabulary.

Ability to: Perform and coordinate office, secretarial and clerical work involving independent judgment and requiring accuracy and speed; learn to interpret and explain College and State Counseling Program Regulations and Auditing Guidelines; interact with individuals from diverse cultures and backgrounds; add, subtract, multiply and divide quickly and accurately; understand and interpret rules and written directions and apply to specific situations; compose correspondence independently; perform duties effectively with many demands on time and constant interruptions; operate office machines including computer and applicable software including Microsoft Office Suites, student and financial databases; establish and maintain cooperative and effective working relationships with others; meet schedules and timelines; plan and organize work; communicate effectively both orally and in writing to exchange information; work independently with little direction; gather data and prepare comprehensive reports; communicate policies; guidelines, regulations, and laws to staff, students, and public; meet schedules and timelines; maintain confidentiality of student records; maintain complex and varied files and records; operate a variety of office machines and equipment; lift 25 pounds; bend at the waist, kneel, or crouch to file materials, sit or stand for extended periods of time.

EDUCATION AND EXPERIENCE

Any combination equivalent to: Associate Degree and three (3) years of increasingly responsible experience in student services or a related program, including at least two (2) years of experience involving substantial public contact serving a diverse clientele.

WORKING CONDITIONS

Environment: District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend responsibility; occasional travel to other locations to attend meetings or conduct work. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift (up to 20 pounds), carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others.

EMPLOYMENT STATUS

Classified Bargaining Unit

Range 13

Board of Trustees Approved: December 15, 2017, June 25, 2026