



Job Class Specification

TITLE: STUDENT COUNSELOR ASSOCIATE
FLSA: NONEXEMPT
EEO6: H50
IPEDS-SOC: D-211012

JOB CODE: N10TAL
JOB TYPE: Systemwide
JOB FAMILY/SERIES: STU

APPROVED BY: Chancellor's Designee:
Carolyn Skolnik, Associate Vice Chancellor

EFFECTIVE DATE: 10/01/2016

JOB SUMMARY

Under direct supervision, performs entry level professional counseling duties in one or more of the major student counseling functions such as academic advising, financial aid, career counseling, and personal counseling as part of an institutionally defined self-directed team. Work involves a broad variety of specialized processes consistent with a clearly defined team-based work environment and continuous quality improvement objectives.

PRIMARY DUTIES

1. Provides general advice and curriculum planning to aid students in course selection, to assist in clarifying career and educational goals, and to inform students of specific graduation and degree requirements.
2. Approves transfer credit evaluations as appropriate.
3. Performs routine counseling of students regarding eligibility for and availability of financial aid. Assists in processing student financial aid applications and awards. Verifies academic progress and assists in preparation of reports.
4. Provides information to students on establishing career goals, on job search strategies, and informs students of availability of resources.
5. Provides detail information and interprets benefits policies for Veterans Administration (VA) students.
6. Provides information about student eligibility for disabled services and refers students as necessary.
7. Refers students to other departments or external parties as appropriate to the needs indicated, i.e., personal counseling, tutoring, drug/alcohol counseling.
8. Performs all duties of Team Associates as required.

Note: The intent of this list of primary duties is to provide a representative summary of

the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: Bachelor's Degree

EXPERIENCE: : One year of progressively responsible clerical work.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Through knowledge of team office practices, procedures and equipment; of business english, grammar, spelling, and punctuation. General knowledge of the principles of team leadership and office management. Skill in planning and coordinating team clerical work; in performing the full range of team clerical and operational tasks; in interpreting and applying departmental policies and procedures; in operating manual and automated office equipment including personal computers and related software; in composing correspondence, compiling statistical data, and preparing reports; in performing mathematical computations; creation and maintenance of paper and computer files; in effective telephone usage; in organizing, coordinating, and executing multiple assignments under specific time constraints. Ability to work effectively in a self-directed team-based work environment; to understand and apply team quality and performance standards. Ability to interview and counsel students; to train and guide team clerical personnel; to maintain poise and courtesy under pressure; to lead analysis of clerical problems and selection of corrective action; to communicate effectively both orally and in writing; to plan and coordinate team activities with multiple areas of the organization; to establish and maintain effective work relationships both within and outside the team.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

N/A