

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: Classified Management

CLASS TITLE: Academic Counseling Center Supervisor

SALARY TABLE/RANGE: 30/ 140

BASIC FUNCTIONS:

Under the direction of the Dean with consultation from the Academic Counseling department chair(s), plan, organize, coordinate and implement Academic Counseling operations and activities: including coordinating the screening and scheduling of student counseling appointments. Coordinate and implement all department events, targeted student communication that provides clear messaging to students for the purpose of enhancing student success, maintain the Academic Counseling Center's website and social media; develop marketing and promotional materials. Coordinate staff assignments and schedules; train, provide direction and guidance, and evaluate the performance of assigned staff members. Serve as an informational resource concerning the services provided by academic counseling.

REPRESENTATIVE DUTIES:

Coordinate, oversee and participate in a variety of counseling functions to enhance and assure continued student support and contact throughout the College experience.

Serve as the primary support person for the Academic Counseling Center. Support the implementation of counseling goals, objectives, time lines, priorities and activities.

Oversee and participate in providing consultation and assistance to students and parents who access Academic Counseling at the College.

Oversee the usage of our campus Early Alert and Services Scheduling system as utilized by Academic Counseling.

Support a case management model for academic counseling in order to provide consistent and effective referral, follow up, and tracking.

Provide project leadership and coordinate services as assigned by the District in support of the counseling and student development objectives of the college, Title 5 regulations, and other related state and federal regulations; support technology-based counseling and advising services; and review effectiveness of support processes and provide analysis to the Dean and department chair(s).

Administer day-to-day operations of the Academic Counseling Center; manage the Center's front desk; coordinate and manage follow up counseling interventions Support and manage the class planning processes.

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Assist with the campus electronic referral and early alert system.

Coordinate follow up to students who have been referred to Academic Counseling.

Collaborate with the department to develop new innovative opportunities within software programs to support persistence and completion.

Work to ensure timely Academic Counseling interventions for students with an “in-danger-of-failing” flag.

Assist with staff development of training and training materials.

Participate in the training and evaluation of the performance of assigned classified, hourly staff, and student workers; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work for accuracy, completeness and compliance with established standards and procedures; coordinate, train and oversee student and hourly workers.

Develop and use reports that identify Disproportionate Impact student groups, pre-academic probation students, academic probation students and other students in danger of not completing their educational goal.

Serve as a member of the Starfish Implementation Team to enhance and facilitate student goal completion and related student services functions; attend and participate in related meetings; assist in the development and implementation of academic counseling goals, objectives, policies and procedures.

Coordinate marketing activities to enhance academic counseling and student educational plan development; oversee and participate in the preparation and distribution of a variety of other promotional and informational materials related to academic counseling.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

OTHER DUTIES: Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Standards, practices, goals, objectives and procedures of college advising and counseling services relating to student success.

Practices, procedures, standards, requirements and techniques involved in college counseling and advising programs.

Sensitivity to the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

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College organization, operations, policies and objectives. Policies and objectives of assigned programs and activities.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Principles and practices of supervision and training.

Operation of a computer and assigned software, such as Google or Microsoft Office Suite.

Database application and use.

Record-keeping and report preparation techniques.

Public speaking techniques.

Public relations and customer service techniques.

Database applications and use

ABILITY TO:

Coordinate, oversee and participate in providing consultation and assistance to prospective and current students, parents and the public concerning academic counseling programs and services.

Train and evaluate the performance of assigned personnel.

Assist counselors with class planning implementation activities on campus, online, and at local high schools.

Oversee and participate in the preparation and distribution of correspondence and a variety of promotional and informational materials for the development of Student Educational Plans.

Serve as a member of the Starfish Team, which is the technical support for connecting students to support and counseling services at the College.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Prepare and deliver oral presentations.

Meet schedules and timelines.

Attend to details.

Plan and organize work.

Work independently with little direction.

Operate a computer and assigned software.

Oversee and participate in the preparation and maintenance of various records and reports.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.

EDUCATION AND EXPERIENCE:

A Bachelor's degree and three years of increasingly responsible experience working in student support services. Two years of supervisory experience is preferred.

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WORKING CONDITIONS:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard. Seeing to read a variety of materials. Sitting or standing for extended periods of time. Hearing and speaking to exchange information and make presentations. Setting up and breaking down of tables, chairs, boxes, and display cases at events.