CLASS TITLE: COUNSELOR ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, assist in the recruitment, orientation, assessment, advisement, and follow-up of students; assist with data collection and transfer articulation; assist with program relations with community, public and private agencies.

REPRESENTATIVE DUTIES:

Assist counselors and instructors with the orientation and college registration of students. 

Create and maintain student and college records in compliance with special projects needs.

 Assist counselors with the facilitation of college support services including various workshops and programs.

Assist counselors and coordinators with outreach to disadvantaged populations for the purpose of promoting student access to the college.

Assist counselors and coordinators with the implementation, maintenance and evaluation of student data and records for research and college reports.

Coordinate liaison activities between the college and various public and private agencies.

Assist program faculty, counselors, coordinators, and administrators with the development and implementation of special projects and college-wide programs and services.

Assist students to explore career options, and interpret college policies, program requirements, and student responsibilities.

Assist counselors with the development of individual student educational plans.

Coordinate assessments for students; interpret assessment scores and provide input to others on special support services as necessary.

Develop and maintain special programs as assigned.

Serve on a variety of campus and District committees; attend and participate in meetings, conferences, seminars and in-service training workshops as assigned.

Perform related duties as assigned.

Revised November 2013
Established March 1998
KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods and techniques of academic counseling, advising, and assessment
Student activities and services at a college
Methods and techniques of student recruitment and outreach
Capabilities of computer applications, systems, software, and hardware used in student counseling
and recruitment activities
Principles of public relations, publicity, and marketing
Admission requirements and enrollment procedures of the college
Eligibility requirements and application procedures related to Financial Aid, Extended Opportunity
Program and Services (EOPS), and other special programs and services
Methods and techniques of proper phone etiquette
Principles and practices of customer service
Social, ethnic, and cultural characteristics of the population served by the college
Principles and procedures of records management

ABILITY TO:

Organize, plan, direct, and implement comprehensive programs and services related to student
recruitment, orientation, assessment, and advisement
Communicate clearly and concisely, both orally and in writing
Establish and maintain effective working relationships with those contacted in the course of work
Work with a diverse, multi-cultural population
Interpret, apply, and explain various academic programs, policies, and procedures
Interpret, apply, and explain applicable federal, state, and local laws, codes, and regulations
Analyze situations accurately and adopt effective courses of action
Establish and maintain a variety of files and records

EDUCATION AND EXPERIENCE:

A bachelor’s degree in psychology, counseling, education, liberal arts, social work, or related field
AND two years of full time experience performing human services work, recruiting and advising
students, providing student services, or serving in an instructional capacity at an educational
institution.

OR

A graduate degree in psychology, counseling, education, liberal arts, social work or related field
AND one year of full time experience performing human services work, recruiting and advising
students, providing student services, or serving in an instructional capacity at an educational
institution.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver License
COUNSELOR ASSISTANT (continued)

WORKING CONDITIONS:

ENVIRONMENT:

Students Services office environment
Driving a vehicle to conduct work
Constant interruptions and frequent interaction with students, staff and the public

PHYSICAL ABILITIES:

Sitting for extended periods of time
Hearing and speaking to exchange information
Seeing to read and review documents
Reaching to file and retrieve records