

POSITION DESCRIPTION

Completion Advisor

Position Completion Advisor
Department/Site Counseling Programs & Services
FLSA Non-Exempt
Evaluated by Dean of Counseling Programs & Services
Salary Range 39

Summary

Provides leadership and expertise to pre-college and college students in framing and helping students to complete personal, educational, and professional goals. Enhances student achievement by coordinating and participating in educational assistance activities, and events designed to encourage and improve student retention and completion. Serves students from diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.

Essential Duties and Responsibilities

- Promotes student retention and completion by providing holistic and comprehensive services to students in support of their personal and academic success.
- Assists students by providing support, general college information, and motivation to succeed in college.
- Reviews student records to determine eligibility for certificates and degrees. Incorporates information from transcripts of other institutions. Facilitates students' completion of applications for certificates and degrees. Explains graduation processes and time lines. Verifies student progress towards completion and compliance with educational goals and degree requirements.
- Reports placement test scores and refers students who need review of placement to counselors.
- Clarifies academic policies.
- Assists with development, preparation, and presentation of information through workshops, group, and individual appointments. Promotes campus programs and services.
- Identifies students in crisis who require immediate attention and refers them to counselors. Refers students to appropriate on- and off-campus resources.
- Clarifies procedures for areas such as financial aid, enrollment priorities, student success and support program, and veteran benefits.
- Assists with the development and preparation of reports and checks for accuracy of data prior to submission to TeCS as it relates to record keeping and reporting to the Chancellor's Office.
- Explains probation policies and procedures and refers students to counselors and other student services.
- Provides appropriate referral and information on available resources to faculty, staff and students as necessary; establish and maintain effective communication with representatives from transfer institutions as appropriate.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
 - Requires specialized knowledge of advising.

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- Requires a working knowledge of student population demographics focusing on characteristics, needs, and abilities of a diverse population of students, including those who are first-generation college bound.
- Requires a working knowledge of student support services such as financial aid and employment.
- Requires an in-depth knowledge of community college and transfer program requirements.
- Requires a working knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases.
- Requires skill at developing strategies and action plans for improving academic opportunity of target populations.
- Requires skill in writing communications, reports, and materials.
- Requires well-developed communications skills to advise and persuade students, be sensitive to student needs, make presentations to groups.

- **Abilities**

- Requires the ability to carry out the essential functions of the position.
- Requires the ability to learn District policies and procedures as well as those associated with counseling and advising.
- Requires the ability to relay information related to major sheets and course descriptions, financial aid, assessment, and placement examination results.
- Requires the ability to use a personal computer and common office productivity software, conduct internet research, enter data onto established data entry screens, and produce reports with routine queries.
- Requires the ability to interact productively with a wide range of students of varying abilities and background, including economic, social, and cultural diversity.
- Requires the ability to exercise a positive attitude, patience, empathy, compassion, and good judgment when dealing with others.

Physical Abilities

- Requires ordinary ambulatory ability to move to different sites on-and-off campus.
- Requires the ability to sit for extended periods of time.
- Requires hand-eye-arm to use a personal computer.
- Requires auditory ability to carry on conversations in-person and over the phone and to conduct public speaking to large audiences.
- Requires visual acuity to read printed materials.

Education and Experience

- A bachelor's degree, and two years of experience related to providing assistance to college level students; or, in the absence of a bachelor's degree, an associate degree, or the completion of at least sixty (60) college-level semester units, and four years of experience related to providing assistance to college level students; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, six years of experience related to providing assistance to college level students.

Licenses and Certificates

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- May require a valid driver's license.

Working Conditions

- Work is performed in an indoor environment with minimal health/safety considerations.