

## POSITION DESCRIPTION

Coordinator, Counseling Services

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**Position** ..... Coordinator, Counseling Services  
**Department/Site** ..... Counseling Programs and Services  
**FLSA** ..... Non-Exempt  
**Evaluated by** ..... Dean of Counseling Programs and Services  
**Salary Range** ..... 39

### **Summary**

Develops, coordinates, and implements counseling services, activities and events that contribute to retention, success, and completion and encourages or improves college attendance and experience. Serves students from diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.

### **Essential Duties and Responsibilities**

- Enhances student achievement by coordinating and participating in educational assistance activities, and events designed to encourage and improve student retention and completion.
- 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.
- Verifies student progress towards completion and compliance with educational goals and degree requirements.
- Schedules and participates in a variety of outreach and recruitment.
- Coordinates specialized outreach efforts; including training and assists the supervisor with prioritizing the work of designated staff and student workers.
- Establishes and maintains a coordinated calendar of activities, events, workshops, forums, and presentations.
- Develops and maintains databases and software tracking systems.
- Organizes and conducts outreach and follow-up efforts to connect students with program resources and services. Refers students to appropriate on- and off-campus resources.
- Develops, collects, and maintains student and program data.
- Works closely with staff including external relations, instructional departments, student services, and facilities to coordinate activities, exchange information, and promote recruitment efforts.
- Develops flyers, handouts, brochures, and other marketing materials to promote services, resources, activities, and events through various platforms.
- Prepares reports and related topics as needed and checks for accuracy of data.
- Develops, prepares and delivers information to diverse audiences through presentations and workshops, facilitates group processes, and interacts and discusses technical information with a wide range of contacts.
- Develops promotional action plans to support the Counseling and Advisement Center.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

- **Knowledge and Skills**
  - 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.

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- Requires skill at developing strategies and action plans for improving academic opportunity of target populations.
- Requires working knowledge of hosting activities, and events that contribute to retention, success, and completion and encourage or improve college attendance and experience.
- Requires a working knowledge of, and skills in, the logistics involved in planning, scheduling and participating in a variety of services, activities, and events.
- Requires well-developed written and oral communication skills to interact with students and college employees, and maintain professional partnerships with district partners.
- Requires working knowledge of developing, collecting, and maintaining student and program data.
- Requires a working knowledge of computer database and tracking system software.
- Requires well-developed language and writing skills to prepare professional materials and edit text to be suitable for communications.
- Requires the ability to develop cross-departmental collaborations to coordinate activities, exchange information, and promote recruitment strategies.
- Requires the ability to develop and maintain databases and software tracking systems.
- Requires the ability to work cooperatively with diverse populations.

#### **Physical Abilities**

- Requires ambulatory ability to sit for extended periods of time and stand and walk for intermittent periods of time.
- Requires the ability to lift and carry lightweight materials (under 20 pounds) on an occasional basis.
- Requires hand-arm-eye coordination to operate a personal computer keyboard.
- Requires visual acuity to arrange materials, observe movements of people, and read letters and numbers.
- Requires auditory ability to carry on conversations in person and over the phone and to conduct public speaking to large audiences.
- Requires ability to drive.

#### **Education and Experience**

- An associate degree, or completion of at least sixty (60) college-level semester units, and three years of program coordination experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, five years of program coordination experience.

#### **Licenses and Certificates**

- Requires a valid driver's license.

#### **Working Conditions**

- Work is performed primarily indoors where minimal safety considerations exist. Position may occasionally require a number of hours out-of-doors, sitting or standing and interacting with prospective students, parents, and community members.