

JOB DESCRIPTION



Position Title: Department Assistant – Counseling and Advising

Department: Counseling & Advising

Employment Category: Classified Staff

Primary Location: Sierra Vista Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year **Pay Grade:** CS08

Job Summary: The Department Assistant for Counseling and Advising is responsible for providing administrative support to the Director of Counseling and Advising and department staff and for serving as receptionist to the department, providing excellent customer service in a helpful and cheerful manner.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Performs exceptional customer services for students, employees, and the public; serves as department receptionist; responds to calls and routes as appropriate, greets visitors and directs as needed; maintains center calendar for advisors and counselors; schedules students' academic and general advising appointments; answers basic advising questions as needed

Serves as back up to the Graduation Technician by assisting with the creation and maintenance of the graduation database; populates, prints, and mails all diplomas and certificates; assists with special projects, including researching, gathering, compiling information, and preparing routine reports as necessary

Assist the Director of Counseling and Advising in the preparation of the annual commencement events; orders graduation items as needed, helps plan commencement; participates commencement evening in setting up and execution of commencement activities

Provides clerical and organizational support to department staff; maintains and tracks information, performs data entry and verification; ensures data integrity; processes mail and correspondence, compiles periodic reports, maintains calendar of department activities, performs routing, copying and filing; maintains office supplies inventory

Maintains accurate department financial records; reconciles expenditures and budgets; purchases department supplies and maintains inventory; processes, reconciles and files purchase card transactions, travel requests, and other documents for the Director of Counseling and Advising and other department staff as needed; investigates vendor issues

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

JOB DESCRIPTION



Education and Experience Requirements:

Associate's degree from a regionally accredited institution of higher learning recognized by the US

Department of Education

Three years related experience

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Skill in basic math and basic bookkeeping practices and procedures

Skill in designing and maintaining filing/records systems

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work accurately, efficiently, and effectively with a variety of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Director of Counseling and Advising

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.