COUNSELING OFFICE SUPERVISOR

DEFINITION

The Counseling Office Supervisor is responsible for planning, organizing, and coordinating the operation of a student counseling center, including the supervision of classified staff in the student counseling center, transfer center, and articulation office. The supervisor performs the more difficult and responsible office assignments, including statistical reporting and budget monitoring and related work as required.

SUPERVISION RECEIVED AND EXERCISED

The Counseling Office Supervisor reports to the Counseling and Library Division Chairperson.

EXAMPLES OF DUTIES - Duties may include, but are not limited to:

Planning, organizing, and coordinating the operations of a student counseling center and a transfer resource center.

Supervising, training, and evaluating the work of an assigned staff of employees.

Maintaining time records and work schedules for assigned staff and counselors.

Interviewing prospective employees and making recommendations on hiring.

Assisting in preparation of materials for counselor and staff hiring.

Coordinating pre-registration orientations.

Coordinating counselors' schedules and student appointments.

Managing computerized appointment network.

Assisting in scheduling of counseling courses and workshops and preparation of course materials.

Overseeing coordination of college representative visits and college transfer days.

Assisting the division chairperson in implementing and tracking of college policies relating to student counseling requirements.

Overseeing maintenance of library of college catalogs and reference books.

Assisting in maintaining budget records and monitoring expenditures, including keeping running balances of accounts, transferring funds, ordering supplies, and keeping management staff aware of budget status.

Preparing reports and news releases.

Composing correspondence.

Serving as recording secretary at department and division meetings.

Compiling a variety of statistical information and preparing summaries. (over)

MINIMUM QUALIFICATIONS

Knowledge of:
Principles of supervision, operations, and training, including management of a complex, multi-staff environment.
Computer programs including skills in Excel, Access, or other database; Micro Soft Word or other word processing program.
Office equipment, procedures, and practices including filing systems, receptionist, telephone techniques, and letter and report writing.
Business English, including vocabulary, correct grammatical usage, spelling, and punctuation.
Budget monitoring and control.

Ability to:
Plan, organize, and direct the operations of a student service center.
Train and supervise assigned staff.
Analyze situations and make decisions without immediate supervision.
Prepare and maintain accurate records and reports.
Make arithmetical calculations with speed and accuracy.
Monitor budget expenditures and maintain accurate, updated information.
Type at a speed of 40 words per minute.
Take accurate meeting minutes.
Maintain good public relations with faculty, students, and representatives of other educational institutions.
Establish and maintain cooperative working relationships.
Demonstrate sensitivity to, and ability to work with, diverse racial, ethnic, gender, disabled and cultural populations.

Experience And Training:

Any combination of experience and training that would likely provide the required knowledge and skill is qualifying. A typical way to obtain the knowledge and skill would be:

Experience:
Three years of increasingly responsible office assistance including one year in providing technical or functional supervision to other staff.

Training:
AA degree or equivalent.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to:

- Demonstrate sufficient vision to read all printed materials including computer screen and electronic displays; demonstrate sufficient close and distant vision, depth perception, and ability to adjust focus to perform the essential duties of this position.
- Demonstrate sufficient hearing to conduct face-to-face and telephone conversations.
- Speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone.
- Demonstrates ability to transport self to places necessary to perform job, including enclosed areas of building and on even and uneven surfaces.

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PHYSICAL DEMANDS (continued)

- Demonstrates the ability to occasionally lift and/or move up to 15 pounds.
- Demonstrates the physical, mental, and emotional stamina to perform the duties and responsibilities of the position.
- Demonstrates ability to input necessary data into computer terminal and/or create documents and reports.
- Demonstrates an ability to speak clearly and communicate with others.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are generally clean and quiet although occasional exposure to noise, dust, fumes will occur. A video display terminal, computer, FAX machine, telephone, and normal office equipment are used on a regular basis.