

GROSSMONT-CUYAMACA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COUNSELING AND ASSESSMENT CENTER SUPERVISOR

GRADE S-I

SUMMARY:

Under the direction of the Division Dean, perform a variety of responsible duties related to the coordination, organization and supervision of the Counseling Center, Assessment Offices, and International Student Counseling Office; organize, schedule, assign and review office activities. Supervise and evaluate the performance of assigned staff to assure timely and efficient operation of assigned areas.

ESSENTIAL FUNCTIONS:

Organize, coordinate and oversee day-to-day office activities of the Counseling Center, Assessment Office to assure timely and efficient operation.

Supervise, train and evaluate the performance of assigned staff; assign and review work; monitor and adjust workloads; participate in the selection of new personnel as assigned.

Establish and implement office procedures to coordinate counseling programs and services. Develop and type correspondence including memos, letters, flyers and mailers for the Counseling and Assessment Offices and the International Student Counseling Office.

Supervise the reception area, screening telephone calls and visitors and scheduling appointments and meetings.

Assist counselors in arranging schedules and appointments and in preparing counseling aids; coordinate work requests of counselors. Provide technical expertise in training, trouble shooting and assisting counselors and other staff members in the use of personal computers. Conduct in-service training on the use of PC's when required.

Provide information and assistance and respond to questions from assigned staff, students and others regarding various Counseling Center, Assessment Office, and International Student Counseling Office services, functions, policies and procedures; assist students not requiring counselor assistance.

Communicate with other district personnel and departments along with other outside educational institutions as needed to coordinate activities and exchange information.

Prepare and maintain records, files, logs and reports related to personnel, students and various Counseling Center, Assessment Office and International Student Counseling Office functions including State mandated MIS reporting requirements.

Assist in preparing the annual budget for the Counseling Center, Assessment Office and International Student Counseling Office; monitor and control expenditures and maintain related records; prepare requisitions as needed. Review and submit in a timely manner appropriate payroll information for all academic and classified staff.

SECONDARY FUNCTIONS:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operating procedures of a large complex college counseling and assessment office or related area.
Computerized database management and software packages.
Principles and techniques of web development.
Management and supervisory theories.
Modern office practices, procedures and equipment including telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Diversified recordkeeping techniques.
Applicable laws and regulations, e.g., sections of State Education Code, Title 5, Code of Federal Regulations, Public Employees Relations Board, Labor Codes, Family Educational Rights and Privacy Act.
Technical aspects of field of specialty, including: complex voice response systems; data imaging of records; electronic transmission of transcripts; complete computer based systems as related to an Admissions and Records Office.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Supervise and coordinate the daily operations and activities of the counseling and assessment office.
Plan and implement departmental procedures involving a variety of interrelated tasks.
Train, supervise and evaluate personnel.
Assign and review the work of others.
Interpret, apply and explain provisions of federal, state and institutional regulations related to admissions, evaluations, attendance reporting, and veteran's benefits.
Plan and organize work; work independently to meet schedules and timelines.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.

EDUCATION: Any combination equivalent to: graduation from an accredited college or university with a four year degree in personnel administration, social services, psychology, business administration or a related field.

EXPERIENCE: Four years increasingly responsible student services related experience including one year in a lead capacity. Knowledge of community college programs and services in the counseling and assessment area desirable.

WORKING CONDITIONS: Counseling Center and Assessment Office environment.

July 1989
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Rev. 7/97
Rev. 11/05
Rev. 10/10