

**San Jose/Evergreen Community College District
Classified Job Description**

Position: Academic Advising Specialist

Department: Student Success

Location: EVC or SJCC

Date: March 2008

POSITION PURPOSE

Under the direction of the Dean or assigned administrator, supports counseling/special programs department by providing enrollment, academic, and career information to pre-college and college students. Enhances student achievement by coordinating and participating in educational assistance, activities, and events designed to encourage or improve college attendance or experience. Provides support to Counselors and Student Services staff.

Distinguishing Characteristics

This is a technical position in the field of academic advising. Advancement to this position requires the education and experience listed below plus an ability to identify and enhance educational opportunities for students.

KEY DUTIES and RESPONSIBILITIES

1. Under the direction of the Dean provides routine assistance to the counseling/special programs department, regarding academic advising ranging from course alternatives, degree and certificate requirements, and transfer information to students. Refers students to a Counselor or other College resource for advanced guidance.
2. Interprets student placement and career assessment results and links placement test scores to advising content. Assists in providing related advisement for general college preparation, financial aid, and school selection.
3. Assists students with career exploration based on career counseling completed by Counselors and assessment results. Assists in interpreting test results and counselor's educational plans.
4. Provides information to students on degrees, certificates, programs, and individual courses. Interprets degree/major requirements, and articulation agreements and transfer guides to four-year colleges. Directs students to a variety of information and resources as needed for educational planning.
5. Provides information to students regarding graduation, certificate, general petitions and transfer requirements. Verifies academic records and enrollment.
6. Illustrates to students the process for applying to colleges, seeking financial aid, and accessing other services.
7. Organizes materials and provides general information to students on college policies and regulations.
8. Researches career patterns, occupation and labor market trends, and other information to support discussion with students on career and educational planning.
9. Maintains and updates student information on a database or equivalent resource. Ensures accurate information. Prepares statistical and evaluative reports as required by funding sources or the College.

10. Assists students in the college enrollment process, including scheduling classes.
11. Assists Counselors and others in conducting new student orientation.
12. Maintains a supply of flyers, pamphlets, and worksheets designed to inform students of school services, financial aid, student activities, community resources, and employment. May develop materials that are beneficial to students.
13. Participates with others, including other programs in activities such as career fairs and college visitations.
14. Receives and refers calls for counseling and other areas. Performs routine customer service functions of a clerical nature such as file maintenance, mailings, reports, and correspondence.
15. Perform other duties as assigned that support the overall objective of the position.

EMPLOYMENT STANDARDS

Knowledge of:

1. Activities associated with providing customer service and support to students in an academic counseling and advising setting;
2. Student support services such as financial aid and employment;
3. Processes used for general academic advising.
4. Community college and transfer program requirements;
5. developed oral and written communication skills;
6. Report writing, record keeping and organizational skills;
7. District organization, operations, policies and objectives;
8. Characteristics and needs of students with diverse backgrounds;
9. Well-developed interpersonal skills to convey policies, procedures, and instructions to others, and to make presentations to small groups, and to persuade students toward a course of action;
10. Modern office practices, procedures and equipment such as word processing and academic database.

Skills and Abilities to:

1. Carry out the essential functions of the position;
2. Learn college policies and procedures as well as those associated with counseling and advising;
3. Interpret major sheets and course descriptions, financial aid, assessment, and placement examination results;
4. Work cooperatively with District and College staff and outside agencies using written and oral communication effectively;
5. Interact productively with a wide range of students varying abilities and background, including economic, social, and cultural diversity;

6. Prepare and deliver oral presentations and to persuade students toward a course of action;
7. Exercise a positive attitude, patience, empathy, compassion, and good judgment when dealing with others;
8. Read, interpret and explain statistical data, technical procedures and governmental regulations;
9. Maintain records and files.

Education and Experience:

1. Bachelor's degree from an accredited institution or equivalent.
2. One year of experience in customer service preferably in college or trade school.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.
4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy; or demonstrated equivalent transferable skills to do so.

Licenses and Requirements:

1. Possession of a valid California driver's license.

WORKING CONDITIONS

Environment:

1. Office and warehouse environment

Physical demands:

1. Primary functions require sufficient ambulatory ability to move to various campus and off-site locations. Require hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

Date Approved: 3/08

Salary Range: 90

EEO-Category: 2B3 – Technical/Paraprofessional