

College of the Redwoods

Position Description

Position: Student Development Advising Coordinator	Position Number:
Department: Counseling and Advising	FLSA: Non-exempt
Reports to: Executive Director, Student Development and Retention	Salary Grade: 119

Summary

Under the direction of the Executive Director, Student Development and Retention, The Student Development Advising Coordinator (SDAC) is responsible for coordination of the Academic Advising staff and daily operations in addition to providing services at the level of a Student Development Advisor.

Essential Duties and Responsibilities

- Coordinate processes and activities that ensure prospective students receive timely and exemplary service from the recruiting stage through advising and registration.
- Assists the Executive Director in the advising of International students as well as methods of communication with International Students.
- Coordinates efforts in designing a comprehensive first year experience that offers general advisement for program major and interpretation of institutional policies and procedures in an open access environment.
- Coordinates the new student orientation that provides education for incoming students and parents regarding college policies, procedures and resources.
- Update and maintain internal policies and procedures that follow a standard of “best practices.”
- Assist the Executive Director in all phases of personnel management, including selection, coordination, and training of administrative and support staff in the recruiting and advising area. Coordinate appropriate and effective scheduling of human resources.
- Assist the Executive Director in collaboration with other enrollment services and academic departments to develop a student centered culture at College of the Redwoods.
- Collaborate with each campus and instructional site to maintain the same levels of quality service across the district.
- Assist in the development, support and implementation of departmental goals and objectives in support of the goals and strategic plan of the college.
- Prepare reports, maintains comparative recruiting and advising data and uses the data to assess all departmental activities.
- Assist the Executive Director in the program review process.
- Provide academic advising to students at the same level as a Student Development Advisor.
- Perform related duties as assigned to support the over-all mission of the department.

Qualifications

Knowledge and Skills

Knowledge of:

- Matriculation process in the K-16 system

- Student Development theory
- Recruitment and retention practices
- Federal financial aid
- A caseload approach as used to provide counseling and advising services in a community college setting.
- Theory and practice related to student learning, retention, development and success.
- Theory and practice related to working with students of diverse backgrounds, ethnicities, and levels of academic preparation.
- Student support services such as financial aid, EOPS, counseling/advising, disabled student programs, transfer, career development/employment, testing, and tutoring.
- California Community College matriculation processes and requirements.
- The importance of college course articulation and the role it plays in the academic advisement of students.
- The California Master Plan for Higher Education, including an understanding of the unique role of the community college as defined in that plan.
- The process that students must go through in order to be ready to transfer from a community college to a four-year institution.
- Different learning styles and the implications of these styles when attempting to convey counseling and advising information to students.
- The role of transcript evaluation in creating meaningful educational plans for incoming transfer students.
- Basic career assessment, development, and employment processes and resources.

Abilities

Ability to :

- Interpret Federal, state, and college policies, procedures, and regulations.
- Communicate effectively both orally and in writing.
- Lead discussions and make presentations to large and small groups.
- Demonstrate initiative, creativity, team work, conflict resolution/decision making skills
- Organize, retrieve, manage and present large amounts of informational details about college programs and course work.
- Demonstrate sensitivity to the needs and concerns of a diverse college population.
- Train peers in selected advising techniques and/or program information
- Prioritize assignments and carry projects to completion.
- Work well under pressure; learn quickly
- Maintain a flexible schedule with some evening shifts and campus rotations required
- Utilize a variety of computer software, including college data systems and internet.
- Advocate for all students
- Work ethically with confidential information.

Physical Abilities

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

Education and Experience

Bachelor's degree required with at least 5 years of work experience in student services or related field in a community college or university. At least 2 years of the work experience should be in the area of student counseling or advising.

Licenses and Certificates

Valid California Drivers License