COUNSELING OFFICE COORDINATOR
Application deadline: Wednesday, July 31, 2013  4:00 PM

POSITION DESCRIPTION
Under the supervision of the Dean, Counseling & Matriculation, the Counseling Office Coordinator is responsible for overseeing the day-to-day operations of the Counseling Office at the Rancho campus and off site campuses. This includes the coordination and oversight of the workflow for hourly administrative support staff. This position has a high level of independent decision-making and judgment.

RESPONSIBILITIES INCLUDE
- Assist in the coordination of the day-to-day operations of the Counseling Office.
- Assist the Dean in planning, scheduling, developing and implementing new technology, departmental operations and procedures; implement policies and regulations in accordance with state laws and guidelines, college policies, and procedures as required.
- Provide information and assistance to district employees, students, and others where judgment, knowledge, and interpretation of policies and procedures related to Counseling are required.
- Select, oversee, train, and supervise hourly personnel assigned to the Counseling Office.
- Develop counter and telephone schedules to ensure effective coverage; implement, supervise, and maintain a complex telephone system. Confer with information services personnel to streamline counseling procedures and develop and improve computer applications.
- Assist with the preparation and distribution of a wide variety of statistical information and reports.
- Attend workshops, meetings, and classes as appropriate to remain current with emerging counseling information.
- Develop systems to effectively communicate information systems concept to operational end users.
- Assist in the development and implementation of projects and events.
- Initiate and prepare correspondence related to Counseling Office.
- Provide technical expertise regarding assigned functions; formulate and develop policies and procedures.
- Perform related duties as assigned.

DISTRICT QUALIFICATIONS
- Associate of Arts degree from an accredited institution preferably in Business Administration, Information Systems, or Computer Science.
- At least one (1) year of increasingly responsible related experience in a higher education setting.
- Demonstrated knowledge of basic principles and methods of information systems and operations.
- Experience in training techniques.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Knowledge of Microsoft Word (Word, Excel, Access, Microsoft Desktop Publisher, Power Point).
- Knowledge of document imaging systems (Electronic filing system).
- Knowledge of Datatel System or comparable student registration system.
- Knowledge of procedures and operations of a Counseling Office.
- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of principles of training and providing work direction.
- Knowledge of district organization, operations, policies, and objectives.
- Knowledge of written communication skills (demonstrated knowledge).
- Knowledge of interpersonal skills using tact, patience, and courtesy.
- Ability to assist in the planning, organization, and administration of the processes and operations of the Counseling Office.
- Ability to provide technical expertise regarding assigned functions.
- Ability to understand and follow oral and written directions.
- Ability to oversee the performance and training of hourly personnel.
- Ability to direct the maintenance of a variety of reports and files related to assigned activities.
- Ability to work under diverse situations.
- Ability to meet schedules and deadlines.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to establish and maintain cooperative and effective working relationships with others.
- Ability to train all Counseling Office personnel with new Counseling processes.
- Ability to work independently with little direction.
- Ability to maintain records and prepare reports.
- Clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college student.

SPECIAL CONDITIONS
Scheduled hours: Monday through Friday 7:30 a.m. – 4:30 p.m., Must be able to work varied schedules as needed.

APPLICATION PROCESS
Applications must be filled out completely and in detail. The application package must include a District application, resume, and copies of official transcripts indicating degree(s). Photocopies are acceptable. Please do not include any additional documents not required in this section.

CONDITIONS OF EMPLOYMENT
This is a full-time, 12-month, classified bargaining unit position. Starting date: as soon as possible. Range 27 of the CSEA Salary Schedule, with a starting salary of Step A, $4,371/month; progresses over time to $6,150/month. Excellent benefit package.

Chaffey Community College District is committed to equal opportunity employment.