



MANAGER, COUNSELING SERVICES

Reports to: Dean of Counseling and Student Development

Dept: Varies

Range: 31

FLSA: Exempt

EEO: Professional/Nonfaculty

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, plan, supervise and review the work of administrative support staff and student workers and coordinate the day-to-day operations of assigned department; participate in the development, interpretation and administration of district and department policies, procedures, services and activities; coordinate cross-divisional counseling services and manage districtwide scheduling of full-time and associate counselors; perform budget management activities; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Plan, assign, schedule, supervise, coordinate, and evaluate the work of assigned staff; with staff, develop, implement and monitor operational plans to achieve assigned unit objectives; supervise and participate in developing, implementing and evaluating plans, processes and procedures to achieve established goals and objectives in accordance with department standards.
3. Interview and participate in selecting new administrative staff and student workers; supervise and evaluate staff performance; establish performance requirements and personal development targets; regularly monitor performance and provide training, coaching and mentoring for performance improvement, in accordance with district human resources policies and labor contract agreements.
4. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; oversee and manage Welcome Center; enforce the maintenance of

safe working conditions and ensure work practices are followed by staff in accordance with district human resources policies and labor contract agreements.

5. Oversee and manage full-time and associate faculty schedules including input of information into database/appointment system; set appropriate appointment and drop-in schedules to meet student needs; update schedules for planned and unplanned absences; monitor day/time/location service needs and work with faculty to ensure needed coverage; maintain regular reports on appointment usage and attendance and ensure appointment codes are maintained, accurate and properly mapped to MIS data elements.
6. Work with faculty and staff to coordinate and evaluate the orientation of and data collection for new students to the college.
7. Act as liaison with other student service programs, community organizations, high school, college, and university partners to enhance services provided to students. Coordinates program activities and services to serve all campus locations.
8. Act as liaison and coordinate counseling services for the Academic Career Pathways (ACP) teams; collaborate with the Dean of Instructional Services to implement effective strategies for providing student access to resources and services.
9. Serve as database/appointment system administrator for multiple departments; create, test, manage, and maintain appointment grids; provide end-user training, as required.
10. Participate in the formulation and implementation of departmental policy, planning and strategy development apply, interpret, explain and enforce policies, procedures, related information and requirements to students and the public.
11. Develop, approve, and monitor the operation's budget and expenditures.
12. Create, monitor and maintain a variety of records and statistical reports; provide data and reports to the research office; provide explanatory information where needed; maintain confidentiality of student records.
13. Manage and develop content and communication strategy for multiple social media platforms.
14. Address student complaints, concerns or issues, conferring with others inside and outside the department to determine appropriate actions and/or resolutions.

As Assigned to Student Accessibility Services:

15. Provide mandated services, implement relevant state initiatives, and ensure compliance with federal and state, Title 5, ADA and 504 regulations, district policy and procedure compliance.

OTHER DUTIES:

1. Represent the department on various committees and at relevant meetings.
2. Collaborate with both Student Services and Instructional offices to deliver optimal services to students.
3. Work with Information Technology Services, Admissions and Records, Testing Services, and other relevant departments to maintain online systems and programs designed to augment student services.
4. Participate in a variety of professional development activities.
5. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Assigned program policies, procedures, practices and operations.
2. Applicable sections of the state education code and other applicable laws.
3. District organization, operations, policies and objectives.
4. Modern office practices, procedures and equipment.
5. Standard business software and district computer applications used in the work.
6. Math and statistical computations.
7. Interpersonal skills using tact, patience and courtesy.
8. Safety policies and safe work practices applicable to the work.
9. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
11. District practices and procedures for budgeting, purchasing and maintaining public records.
12. Principles and practices of effective supervision.
13. District human resources policies and labor contract provisions.

ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of support staff engaged in operations of assigned department.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

3. Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
4. Analyze, design, implement and maintain computer systems in areas of responsibility.
5. Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
6. Assist in program-related research and evaluation.
7. Read, interpret, apply and explain rules, regulations, policies and procedures related to respective program area.
8. Communicate effectively, both orally and in writing.
9. Understand, interpret, explain and apply applicable laws, codes and regulations.
10. Operate a computer and standard business software.
11. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
13. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree and at least three years of directly related work experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Assigned classified staff, student and temporary workers.

CONTACTS:

Coworkers, other department personnel, faculty, staff, students, staff at other colleges, community members and vendors.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 10 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.