

EDUCATIONAL ADVISOR

DEFINITION

Under general supervision, advises students in the preparation of academic programs by interpreting policies and procedures to promote students' achievement of educational and career goals; provides information and assistance to students regarding registration, education planning, and program services and eligibility; serves as a liaison between faculty, administration, and students.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for providing advisement services to students regarding educational issues. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and administrators. Incumbents at this level perform of the full range of duties as assigned, working independently, and exercising a higher level of judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the professional counseling classifications in that the Educational Advisors are Classified staff positions which are primarily concerned with assisting prospective, new or continuing students with completing their academic programs. Whereas Counselors are instructional faculty who provide counseling and instruction to students in academic counseling, as well as, career and personal counseling.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides educational advising and assistance to students by planning schedules, recommending courses, and determining appropriate education solutions.
2. Initiates and reviews various forms, including exceptional action petitions, transfer articulation agreements, major forms, and graduation checks and petitions.
3. Provides unofficial evaluation of transcripts; evaluates prerequisite overrides; interprets test and assessment scores.
4. Provides intra- and inter-campus referrals.
5. Serves as a student advocate; serves as a liaison between students, faculty, administration, and outside agencies.
6. Assesses, researches, and resolves academic concerns; provides advice on development of personal statements, tutoring services, transfer issues, and financial aid resources and applications.
7. Demonstrates use of available technology to students, including online registration system and student information system.
8. Provides guidance, interpretation, and information related to District policies and regulations.
9. Interprets University of California, California State University (CSU), and other private, independent, and public university and college transfer policies and procedures; reviews and completes transfer paperwork as needed.
10. Reviews and completes Intersegmental General Education Transfer Curriculum (IGETC) and CSU certification forms.
11. Provides advice and support services to students applying for and enrolling in specialized support programs . Assists students seeking or in need of career or personal advisement by referring them to appropriate counselors.

12. Conducts workshops and delivers presentations to students, prospective students, parents and community members about the College and the particular program/department assigned.
13. Assists in organizing, coordinating, and implementing various campus-wide events.
14. Answers questions from and provides support services to students and visitors.
15. Compiles information and data for various reports; checks and ensures accuracy of the data.
16. Composes, edits, and proofreads a variety of documents, including forms, memos, reports, letters of recommendation, and correspondence.
17. Enters and updates information; retrieves information from systems and specialized databases as required.
18. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
19. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
20. Assists with drop-in registration at the start of each semester.
21. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles, practices, methods, and procedures for advising students in the preparation of their educational plans.
2. Research and reporting methods, techniques, and procedures.
3. Principles and practices of data collection and report preparation.
4. Applicable regulations, laws, policies regarding eligibility, service, funding restrictions relevant to particular programs to which the position may be assigned.
5. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
6. Record keeping principles and procedures.
7. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
8. English usage, spelling, vocabulary, grammar, and punctuation.
9. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities socio-economic, and ethnic groups.

Skills & Abilities to:

1. Provide sound advice to students in the preparation of their educational plans.
2. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
3. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
4. Respond to and effectively prioritize multiple phone calls and other requests for service.
5. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
6. Establish and maintain a variety of filing, record keeping, and tracking systems.
7. Organize own work, set priorities, and meet critical time deadlines.
8. Operate modern office equipment including computer equipment and specialized software applications programs.

9. Use English effectively to communicate in person, over the telephone, and in writing.
10. Understand scope of authority in making independent decisions.
11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from a regionally accredited four-year college or university with major coursework in education, social science, human services, or a related field and two (2) years of experience as an academic or education advisor or experience in a higher education setting.

A master's degree in educational counseling may qualify incumbents for an increase pay grade.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.