

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**

CLASS TITLE: **ACADEMIC COUNSELING
TECHNICIAN**

SALARY TABLE: **29**

SALARY RANGE: **25**

BASIC FUNCTION:

Under the direction of the Academic Counseling Center Supervisor perform a variety of duties in support of the academic counseling center operations and activities, interact directly with students, parents, prospective students and the general public regarding academic counseling policies and procedures, programs and functions providing information and assistance. Assist with departmental events and screening of students to determine appropriate counseling services. Assist with the counseling to student interface in-person and online, department website maintenance and social media.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical and clerical duties in support of the Academic Counseling Center operations and activities; as first point of interaction with students identify students' primary goals; perform routine office duties at the Department's front desk such as answering phones and responding to email, assisting and directing students to appropriate academic counselors or services, as appropriate. Make appointment reminder phone calls.

Participate in promotional activities to enhance student knowledge of academic counseling and assigned primary academic counselor.

Serve as an informational resource to students, parents, perspective students, staff and the public concerning academic counseling functions; respond to inquiries and provide information concerning related forms, degree applications, guidelines, policies and procedures.

Assist with departmental events and activities for the purpose of counseling including but not limited to; class planning, local high school coordination and activities, tabling, classroom presentations, week of welcome events. Assist with Associate degree campaigns. Be familiar with running Degree Works audits in order to assist students with completing degree applications. Assist counselors with Articulation Office Transcript Evaluation Request form and attach course descriptions from College Source.

Assist students with enrolling in class planning via in person and webinar. Screen students for eligibility for class planning. Assist students with technical issues related to registering for class planning in Starfish. Manage and assists students with the Transfer Student Intake form. Assist incoming new transfer and returning students with scheduling an appointment to meet with an academic counselor until students matriculate into SBCC.

Assist students with completing prerequisite forms as needed. Assist with communicating to students who have received flags in Starfish. Assist with faculty communication regarding Starfish flags follow-up and outcomes. Assist with communicating to students who are not in good academic standing. Assist with communicating to students who have received starfish referrals to academic counseling. Contact students who are in need of completing academic counseling SBCC promise requirement.

Assist with sending weekly First Year Experience emails to new college students.

OTHER DUTIES: Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Standards, practices, goals, objectives and procedures of college advising and counseling services relating to student success.

Practices, procedures, standards, requirements and techniques involved in college counseling and advising programs.

Sensitivity to the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

College organization, operations, policies and objectives.

Policies and objectives of assigned programs and activities.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Principles and practices of supervision and training.

Operation of a computer and assigned software.

Record-keeping and report preparation techniques.

Public speaking techniques.

Public relations and customer service techniques.

ABILITY TO:

Participate in providing consultation and assistance to prospective and current students, parents and the public concerning academic counseling programs and services.

Assist counselors with class planning implementation activities on campus, online, and at local high schools.

Participate in the preparation and distribution of correspondence and a variety of promotional and informational materials for the development of Student Educational Plans.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and timelines.

Attend to details.

Plan and organize work.

Work independently with little direction.

Operate a computer and assigned software.

Participate in the preparation and maintenance of various records and reports.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level coursework in social services or related field and three years of increasingly responsible experience working with high school or college students.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

PREFERRED QUALIFICATIONS:

Strong customer service skills. Strong student centered philosophy. Attention to detail. Experience working with diverse populations of students. Strong belief in the mission of diversity and equity at SBCC.

WORKING CONDITIONS:

ENVIRONMENT: Indoor and outdoor work environment. Driving a vehicle to conduct work.

PHYSICAL DEMANDS: Dexterity of hands and fingers to operate a computer keyboard. Seeing to read a variety of materials. Sitting or standing for extended periods of time. Hearing and speaking to exchange information and make presentations. Setting up and breaking down of tables, chairs, boxes, and display cases at events.