

Job Description

Position Title: Academic Success Counselor

Job Family: Student Services

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Academic Success Counselor performs a variety of student counseling and advising services. Assists students with decision-making processes relating to academic and personal goal achievement. Supports College environment to engage students in a process that aids and guides decision-making regarding career, academic, and educational options and opportunities using various assessments and tools.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Assists students with general information concerning academic advising, admissions, assessment, career services, general financial aid, graduation services, international student services, new student orientation, registration and retention of developmental education students.
2. Coordinates communications between students regarding student academic success towards achieving academic, career and personal goal attainment.
3. Provides academic success counseling including study skills, time management, goal setting, test-taking strategies and test anxiety management with a focus on persistence, retention and completion.
4. Develops and maintains academic advising caseload for programs within the division.
5. Provides crisis counseling to provide stabilization and makes referrals to resources outside of the College. Facilitates behavioral workshops to support student health and relationships.
6. Provides case management counseling to high need populations.
7. Responds to requests for Information in assigned program area.
8. Creates, schedules, and conducts counseling orientations, group advising sessions and events including internal and external partnerships.
9. Provide academic advising and counseling to students which includes student assessment and referral to college and community resources and support services as needed.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of advising and counseling practices as well as college policies and procedures.
2. Knowledge of internal and external customer service principles and practices.

3. Knowledge of principles and methods for promoting programs and services.
4. Knowledge and application of various instructional methodologies.
5. Skill in analyzing data and drawing conclusions.
6. Skill in effective communication (both written and oral).
7. Skill in organization, coordination and management.
8. Skill in public speaking.
9. Ability to develop and maintain effective and positive working relationships.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Governance, Institutional Policy, and Legislation: Allows impact on the guidelines that determine how the College operates.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree with an emphasis in Counseling, Psychology, Social Work or related field required.
- Three (3) to Five (5) years of related experience with career and personal counseling.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Works some evenings and weekends
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License