

COUNSELING CENTER COORDINATOR

DEFINITION

Under the direction of the Dean of Counseling & Student Services, plans, coordinates, oversees and performs complex technical activities related to counseling services; plans and schedules counseling center services and activities; provides in-service training to counselors and staff on operational procedures; responsible for scheduling counseling center calendars; responsible for internal and external communications regarding services; develops office protocols and resources; organizes and oversees front office functions and operations; and oversees subordinate employees.

DISTINGUISHING CHARACTERISTICS

This is a specialized coordinator class within the Yosemite Community College District (YCCD). Incumbents coordinate technical activities for the counseling center including scheduling, marketing, training, and office operations. Incumbents must utilize advanced knowledge of specialized subject matter in order to make decisions and complete assignments. Incumbents must also be able to interface substantially with students, college employees, and members of the public.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under general supervision of a Dean or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or systems required to meet assigned objectives and solve non-routine problems, referring only unusual matters to the supervising manager.

An incumbent in this class does not directly supervise other full-time employees, but regularly provides coordination of duties by assigning, directing and/or monitoring the work of subordinate employees.

EXAMPLES OF DUTIES *(Illustrative Only)*

- Coordinates and performs a variety of complex technical administrative duties related to the scheduling of Counseling Center activities and of logistical aspects of services which may include research, training, marketing, and purchasing.
- Coordinates and monitors the administrative activities of the Counseling Center office; develops and refines department procedures; provides for implementation and training with respect to new or revised practices; develops, designs, and maintains forms and materials related to Counseling Center services.
- Oversees, monitors, assigns work to subordinate staff.

- Reviews, verifies, and processes forms and other documents based on applicable laws, regulations, policies, and procedures; establishes and maintains complex file and record systems, including those for confidential and sensitive materials.
- Develops, coordinates, and maintains calendars for program services; plans and arranges logistics for program activities and events; advises others regarding proper procedures and administrative requirements.
- Serves as a technical resource to faculty and staff regarding Counseling Center services and operations; explains and interprets policies, regulations, and operational procedures; trains on office procedures, and the use of a variety of office machines, equipment, and software.
- Uses scheduling system software to schedule counseling services and activities; assists with accurate collection of student contact data for state reporting.
- Oversees and prepares publicity and communications regarding Counseling Center services both internally and for the public; utilizes electronic, print, and social media methods to deliver communications; may develop and prepare newsletters, visual presentations, flyers, and graphic materials; may update web pages; may deliver oral presentations regarding program services.
- Develops and runs complex computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares summary reports.
- Monitors and maintains budget for assigned functions and activities; monitors expenditures in accordance with District policies and budget limitations.
- May participate on related committees and/or task forces.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Knowledge of general functions, policies, rules and regulations of a community college.
- Applicable rules and regulations governing counseling services.
- Principles and practices of customer service and public relations techniques.
- Principles and procedures of record keeping.
- Modern office practices and processes including computers and software.
- Office management techniques, proper office procedure and practices.
- Modern marketing and publication strategies.

Ability to:

- Independently, organize, plan and develop work accomplishment timelines.
- Interpret, explain and ensure adherence to policies and procedures of the Counseling Center.
- Work effectively with students, staff, and community members from varied backgrounds.
- Use good judgment in recognizing the scope of authority as delegated.
- Analyze situations and make decisions on procedural matters without immediate supervision.
- Perform arithmetical calculations with speed and accuracy.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective internal and external working relationships.

Licenses and Certificates:

- A valid license to drive in California is required. When driving a District vehicle, a valid California driver's license and evidence of appropriate automobile may be requested.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequently lifting of papers, files, equipment and materials weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including frequent public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- Education: Possession of an associate's degree from an accredited college or university, with major course work in business administration, marketing, communication, or a closely related field.
- Experience: Four years of increasingly responsible administrative support experience, including two years performing technical administrative work that involved the coordination and scheduling of events and activities. Experience in an academic setting is desirable.

Special Requirements:

- None

Class Adopted: 4/10/14

Class Amended: XX-XX-XX