



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>TITLE:</b>	Counselor/Advisor
<b>LOCATION:</b>	Advising & Counseling Center
<b>REPORTS TO:</b>	Director of Advising & Counseling
<b>GRADE:</b>	CCRIPSA 9
<b>WORK SCHEDULE:</b>	Non-standard, 35 hours per week Day, evening, and weekend coverage may be required

**CCRI Mission:**

The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs. We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.

**JOB SUMMARY:** To provide a broad range of developmental and educational support services to students including, but not limited to, advising, testing and assessment, new student orientation, program/curriculum development, career exploration and transfer. To assist with scheduling, training and supervision of part-time advising & counseling staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Assist in identifying the needs of students; develop implement and deliver developmental and educational services and activities designed to meet those needs,

Develop and maintain a comprehensive knowledge of academic requirements, policies and procedures for use in serving the student population.

To work with specifically assigned cohorts and caseloads of students as required.

General understanding of the Satisfactory Academic Progress (SAP) policies and procedures in order to effectively assist students who are in violation of federal SAP guidelines:

- Maintain a general understanding of the Satisfactory Academic Progress (SAP) policies and procedures in order to effectively assist students who are in violation of federal SAP guidelines.

- Assist students in identifying semesters that triggered ineligibility and provide information to students about the Financial Aid Appeals processes and procedures; collect and forward the financial aid appeal package from student and forward to a Student Development Counselor for review, counseling, and recommendation.
- Provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
- Participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
- Effectively utilize de-escalation techniques as required.

Maintain professional and effective relationships with students, faculty, administration and staff in order to assist students with the various aspects of registration, curriculum requirements, testing, challenge exams, career development and transfer.

Provide a range of high quality services to individual and small groups of students to assist them in gaining the necessary information, in developing personal skills and competencies, and in selecting the most appropriate course of action to attain their educational goals.

Support student information system (Banner) to obtain and track retention data.

Maintain confidential student records.

Prepare various reports as directed.

Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.

Other related duties as assigned.

### **LICENSES, TOOLS AND EQUIPMENT**

Personal computers, printers, word processing, database management (Banner), and spreadsheet software.

Must have access to and use of own transportation.

### **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

### **QUALIFICATIONS:**

Bachelor's Degree required; Master's Degree in Counseling, Psychology or Student Personnel preferred.

At least three years of experience in an educational setting working with students.

Knowledge of Satisfactory Academic Progress (SAP) federal financial aid requirements.

Thorough knowledge/ experience of testing procedures and interpretation of assessment results required.

Applicant must have a working knowledge of the principles, practices and techniques of academic advising as applied to student educational and developmental needs.

Applicant must also possess knowledge of individual learning styles as well as the social and economic factors that contribute to student success.

Excellent interpersonal and communications skills are essential.

**CCRI is an Equal Opportunity / Affirmative Action Employer.**

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, [ecanning@ccri.edu](mailto:ecanning@ccri.edu)

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: <http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>