



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Counselor/Advisor
POSITION NO.	502701, 502704
LOCATION	Multiple Campus
REPORTS TO	Director of Advising & Counseling
GRADE	PSA 9
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
LIMITATION (if applicable)	N/A
REVISION DATE	February 2023

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.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Student Focus:

- 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 as well as transfer opportunities for use in serving the student population
- To work with specifically assigned cohorts and caseloads of students as well as the general population as required.
- Effectively utilize de-escalation techniques as required.
- 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.

Advising & Counseling:

- 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 to the Financial Aid Appeal Committee.
- 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.
- Maintain confidential student records.

Teamwork/Collaboration Skills:

- 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.

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

Technical Knowledge:

- Support student information system (Banner) to obtain and track retention data.
- Prepare various reports as directed.
- Use various software products such as Signalvine, WebEx, Starfish and Linphone to enhance the advising process.
- Other duties as required.

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.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree, required.
- At least three years of experience in an advising capacity, required.
- Working knowledge of the principles, practices and techniques of academic advising and the ability to apply such principles, practices and techniques, required.

PREFERRED QUALIFICATIONS:

- Thorough understanding of career, educational and personal counseling.
- Excellent interpersonal and communication skills.
- Experience serving similar populations.
- Master's Degree in Counseling or Psychology.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.