

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COUNSELING CENTER OPERATIONS SUPERVISOR

BASIC FUNCTION:

Under the direction of the Dean of Student Services, coordinate and supervise various phases of the Counseling Center's operations; train supervise and evaluate classified and hourly personnel; assure timely efficient and appropriate services and operations.

REPRESENTATIVE DUTIES:

Plan, coordinate and supervise assigned operational functions of the Center, assuring that work is performed in a competent and timely manner; schedule and assign work; arrange substitutes and extra coverage as necessary. *E*

Schedule and maintain appointments and other calendar for counselors and Student Services staff; schedule orientation sessions for new, returning and early admission students; prepare and distribute College orientation information packets. *E*

Train, supervise and evaluate classified and hourly personnel; interview prospective permanent and hourly employees and student worker employees; make recommendations regarding employment. *E*

Maintain current knowledge of collect curriculum and support services, rules, regulations, guidelines applicable to assigned areas. *E*

Provide technical assistance and information to Center staff, administration, faculty and students regarding counseling services and activities according to established District policies and procedures. *E*

Assist the Dean with coordination of Center activities with other departments, including Admissions, Financial Aid, Transfer Center, EOPS, Assessment, San Ysidro Center and others. *E*

Resolve operational issues as raised by students, staff and the public; receive complaints, concerns and recommend resolutions. *E*

Conduct continuous review of Center procedures; recommend, appraise and implement appropriate changes. *E*

Consult with departments and attend meetings and conferences to maintain policy and procedural knowledge for Center operations; serve on college and community committees as appropriate; facilitate scheduling of workshops and other activities. *E*

Maintain records and prepare a variety of complex and inter-related reports and files including confidential records. *E*

Maintain yearly calendar for Center activities. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Rules, regulations, policies and procedures of a Counseling
Modern office practices procedures and equipment.
Record-keeping techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
District organization, operations, policies and objectives.
Principles and practices of supervision and training.
Oral and written communications skills.

ABILITY TO:

Coordinate and supervise Counseling Center operations and activities.
Interpret and explain Counseling Center rules, regulations and policies.
Operate office equipment including a computer terminal.
Type at an acceptable rate of speed.
Communicate effectively both orally and in writing.
Work independently with little direction.
Understand and follow oral and written directions.
Establish and maintain effective an cooperative working relationships with others.
Meet schedules and timelines.
Plan and organize work.
Train, supervise and evaluate personnel.
Maintain records and prepare reports.
Make arithmetic calculations quickly and accurately.
Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree and three years of responsible experience requiring organizational and technical skills in a high public contact environment.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may require bi-lingual and/or literate abilities.

WORKING CONDITIONS:

ENVIRONMENT:

Counseling Center environment.
Considerable distractions and interruptions.