



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Coordinator/Counselor

LOCATION: Educational Opportunity Center (EOC)

REPORTS TO: Director, Educational Opportunity Center

GRADE: CCRIPSA 10

WORK SCHEDULE: Non-standard; 35 hours per week, Some evening work required

SUPERVISES: N/A

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners 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.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

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Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

JOB SUMMARY:

Establish, coordinate and conduct activities that inform low-income, first-generation persons about postsecondary education opportunities. Assist individuals in selecting, applying to and enrolling in programs of postsecondary education. Provide assistance in applying for and gaining financial assistance for programs of postsecondary education.

EOC provides information and support to adults students to apply to and enroll in programs of postsecondary education. EOC provides information and support to low-income, first-generation college students.

Commitment to CCRI's Mission:

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

Performance Category 2: Outreach and Recruitment/Community Engagement

- Recruit 500 participants annually eligible for EOC services through various outreach activities, including open houses, community events, college fairs, assess need for EOC services.
- Conduct direct outreach activities at GED centers, community based organizations, high schools, community meetings and other appropriate settings.
- Seek, establish and support partnerships with external organizations that will help sustain and increase the number of EOC participants.
- Maintain a network of contacts and resources in the target areas to promote EOC services and activities; act as EOC liaison with professional organizations whose policies affect EOC participants.

Duty One

Performance Category 3: Student Focus Advising and Counseling

- Counsel EOC participants on the college admissions process including college selections, college major choices, revision of essays, application completion and college enrollment.
- Assist participants in completing financial aid applications (FAFSA, loans, etc.) and financial aid verification requirements. Troubleshoot participants' technical issues by contacting college administrators and seeking appropriate information and guidance.
- Provide loan default counseling to assist a participant's reenrollment in postsecondary education.
- Provide onsite and offsite small-group and large-group presentations on college admissions, financial aid, and financial/economic literacy topics.
- Provide direct advising to persons seeking postsecondary education using a variety of resources; identify appropriate support services as needed.
- Assist participants with educational goals clarification; perform academic and vocational

assessments. Provide direct career counseling assistance.

- Identify participant needs and refer them to other social service agencies when appropriate.
- Coordinate with service providers to provide follow-up and advocacy for persons during the period in which they apply for school admissions, financial aid and related services; and while enrolled in a postsecondary institution.

Performance Category 4: Work Management/Recordkeeping

- Achieve annual prescribed admissions and financial aid applications, and postsecondary enrollment targets.
- Maintain individual caseload reports, records and documentation as required.
- Submit monthly reports to the Director.
- Maintain accurate records of participant progress and program activities.
- Ensure confidentiality of participant records.

Duty One

Departmental Support: Teamwork/Collaboration

- Develop and maintain comprehensive knowledge and information on financial, college special admissions and academic assistance programs, their requirements, policies and procedures, for use in serving EOC participants.
- Remain current on the latest trends in college access and success.
- Required to attend in-service and other job related trainings.
- Communicate effectively with Project Director and all other project staff in order to ensure the continued successful operation of the program.
- Assist in all project's special events.
- Other related duties as assigned.

Duty One

The most suitably qualified candidate will possess the following competencies:

- Demonstrated ability to effectively communicate with the population served by EOC.

QUALIFICATIONS:

- Bachelor's degree in counseling, social work, education or related field required.
- Minimum of two (2) years of experience with federal TRIO programs, academic support programs, or similar educational programs advising low-income and or potential first-generation college bound students, is required.
- Extensive knowledge of postsecondary education programs and admissions and financial aid processes required.
- Excellent knowledge of community service agencies and supportive services in RI preferred.
- Excellent interpersonal and communication skills essential.
- Must be able to work independently with minimal supervision.
- Must have access to and use of own transportation.
- Bilingual (Spanish, Portuguese and/or Asian languages) candidates preferred.

Individuals who have succeeded in overcoming the disadvantages of circumstances similar to those of the Educational Opportunity Center participants, are strongly encouraged to apply. Bilingual (Spanish, Portuguese and/or Asian languages) candidates preferred.

***This position is grant funded and limited to August 31, 2020, with possibility of renewal after annual review through August 2021.**

~~Enter ONLY minimum education and relevant experience required.~~

- ~~• Proficiency with desktop information technology, including personal computers, modern software databases, and associated peripheral equipment and software.~~
- ~~• Proficiency with office equipment such as printers, faxes, telephone systems, and copiers.~~
- ~~• Various office equipment which may include computers, typewriters, telephones, copy and fax machines, calculators, etc.~~

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. 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 Title IX Coordinator at: TitleIXCoordinator@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: <https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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date: 02/17/2020