



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Counselor/Advisor
LOCATION: Advising & Counseling Center
REPORTS TO: Director of Advising & Counseling
GRADE: CCRIPSA 9
WORK SCHEDULE: Non-standard, 35 hours per week
Day, evening, and weekend coverage may be required
SUPERVISES: Not applicable

ABOUT CCRI:

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~~ Rhode Island. 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.

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>

JOB SUMMARY: To provide a broad range of developmental and educational support services to students in the general population and assigned cohorts including, but not limited to, advising, testing and assessment, new student registration, career exploration, transfer and engage in outreach campaigns. To assist with scheduling and training of new advising & counseling staff.

Knight Campus

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Enter description of department (2-4 sentences that provide a summary of the mission of the department and what the department does.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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-tech/other positions** Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Performance Category 2 Student Focus:

- Assist in identifying the needs of students; develop, implement and deliver developmental and educational services and activities designed to meet those needs. Duty One
- Develop and maintain a comprehensive knowledge of academic requirements, policies and procedures for use in serving the student population. Duty Two
- To work with specifically assigned cohorts and caseloads of students as well as the general population as required. Duty Three
- Effectively utilize de-escalation techniques as required. Duty Four
- 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. Duty Five
- Duty Six

Position-Specific Knowledge Performance Category 3:

- 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. Duty One
- 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. Duty Two
- 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. Duty Three
- Provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval. Duty Four
- 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. Duty Five
- Duty Six

Teamwork/Collaboration Skills Performance Category 4:

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

~~Duty Three~~

~~Duty Four~~

Technical Knowledge/Departmental Support:

- Support student information system (Banner) to obtain and track retention data. ~~Duty One~~
- Prepare various reports as directed. ~~Duty Two~~
- Use various software products such as Signalvine and Starfish to enhance the advising process. ~~Duty Three~~
- Other duties as required.:-

The most suitably qualified candidate will possess the following competencies:
QUALIFICATIONS:

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

At least three years of experience in an advising capacity, preferably serving similar populations, is required.

An understanding of career, educational and personal counseling required.

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

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

Excellent interpersonal and communication skills are essential.

Enter ONLY minimum education and relevant experience required.

LICENSES, TOOLS AND EQUIPMENT:

- Personal computers, printers, Microsoft Office, database management (Banner), Starfish, Signalvine. Various office equipment which may include computers, typewriters, telephones, copy and fax machines, calculators, etc.
- Must have access to and use of own transportation.

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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