

EDUCATIONAL RESOURCE ADVISOR

BASIC FUNCTION

Provides ongoing support and services to students through the matriculation process, career and transfer process, student success programs, and other advising services which lead to student academic success; and as assigned, collaborates with local high schools, community organizations, and other educational institutions to facilitate student participation.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing specialized duties in support of facilitating and implementing the District's educational programs. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides ongoing support and services to students by performing a diverse range of specialized tasks and/or support activities for divisional engagement centers; may develop external relationships within the community to communicate District program offerings to students.
2. Provides support to counselors and students in the development of individual first semester educational plans based on student college placement, surveys, selected major, and/or transfer requirements for all incoming first year students; confirms that students have a Student Educational Plan (SEP) on file and, if not, encourages the development of an SEP.
3. Collaborates with a counselor to verify course selections by students which are best suited to their college majors or transfer requirements based on counselor approved SEP; prepares files, transcripts, correspondence, and reports.
4. Coordinates information workshops and related events; schedules appointments for workshops for counselors; facilitates student orientations and information sessions.
5. Collaborates with a variety of college support services, academic services, and specialized programs to maximize resources and services to students.
6. Creates, implements, and facilitates workshops to support student academic success, including, but not limited to, student success strategies, community building, study skills, resume building, networking, and related topics.
7. Collaborates with counselors to assist with updating counseling materials and website information, including, but not limited to, the student handbook, calendars, schedules, and general counseling handouts for students.
8. Creates, implements, and facilitates outreach activities, including college tours and presentations on District programs and services; develops informational materials such as flyers, newsletters, and brochures; participates in social media outreach.
9. Coordinates and engages in student follow-up activities related to counseling projects and initiatives through phone calls, email, and social media.
10. Provides direction related to college rules and regulations, policies, and procedures; assists students in

the enrollment application process; and discusses resources, programs, and services available throughout the District and the local community.

11. Reviews and interprets a variety of college assessment tests; advises and provides assistance to students regarding queries and/or issues pertaining to assessment testing.
12. Plans and oversees the work of student workers and short-term employees, as assigned; provides professional development tools and trainings to student workers on campus diversity and employee expectations.
13. Sets up and maintains electronic databases, files, documents, and student records.
14. Addresses current and incoming student emails regarding articulation, course selection, transfer agreements with four-year universities, and equity program requirements.
15. Participates in District-provided in-service training programs.
16. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Program offerings related to the attraction and retention of students for academic success.
2. First time student matriculation process and course offerings.
3. Purpose and intent of student educational plans.
4. A diverse range of programs available to students and the community.
5. Methods and techniques of evaluating student assessment tests.
6. Methods and techniques of preparing materials and delivering workshops on topics related to student academic success
7. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
8. Transfer pathways available to students.
9. Website content development principles.
10. Research practices.
11. Mathematical skills.
12. General business office administrative procedures.
13. Record keeping principles and practices.

Ability to:

1. Provide specialized support to the District's student success programs.
2. Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
3. Assist students in navigating through the SEP process.
4. Host and conduct workshops designed to facilitate student success.
5. Coordinate outreach activities in assigned programs.
6. Develop website content for assigned programs.
7. Follow through with students to ensure they are on track, meet class guidelines and maintain college deadlines and document requirements.
8. Prepare educational information materials such as flyers, newsletters, and related documents.
9. Establish and maintain filing, record keeping, and tracking systems.
10. Maintain confidential and comprehensive files and records.
11. Maintains currency in field through participation in external and internal training, conferences, and through other means.
12. Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

13. Exercise independent judgment within general policy, and procedural guidelines.
14. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
15. Communicate effectively in the course of performing work tasks.
16. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
17. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
18. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree and two (2) years of experience in higher education serving students in the matriculation process, student success programs, or other counseling services; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.