



## STUDENT SUPPORT ADVISOR

**Reports to:** Varies

**Dept:** Admissions and Student Support

**Range:** 22

**FLSA:** Nonexempt

**EEO:** Secretarial/Clerical

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under general supervision, perform a full range of first tier admissions, enrollment, financial aid, counseling, and cashiering duties; provide front line service in a variety of modalities, including in-person, by phone, online live messaging, and email correspondence; answer a wide variety of questions regarding admissions, registration, records maintenance, residency, enrollment and student accounts; determine eligibility for grants and other financial aid options; provide referrals to specialized student services; maintain necessary records and reconcile program expenditures; and perform related duties as assigned.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Provide comprehensive guidance and technical assistance to students, parents, faculty, staff, and the community regarding Admissions and Records, Financial Aid, and Counseling as a front-line staff member. Assist with admissions, enrollment, and financial aid inquiries, explain applicable guidelines and regulations; refer students to other Student Service areas and external agencies as needed.
3. Collect, process and post enrollment and optional fees; handle cash transactions for club functions, student activities and other purposes to student and non-student accounts; issue cash and cash boxes for on-campus events; sell event tickets and reconcile ticket sales with cash receipts; manage daily cash totals, replenishment, and interim deposits; ensure proper accounting, disbursement, and secure handling of funds.

4. Assist students with completing financial aid applications; determine student eligibility for federal and state financial aid programs; provide specialized information on citizenship/immigration status, residency status, dependency status, marital status, income filing, and general tax information. Review and process fee waivers; request applicable documents needed for application processing.
5. Respond to requests from educational institutions and agencies for verification of student status and records; ensure compliance with student privacy regulations; distribute a variety of correspondence related to enrollment, tuition, financial aid status, and document receipt, eligibility, and processing.
6. Schedule and manage appointments for financial aid, counseling services, and referrals to other specialized programs as needed; provide counseling advisement on transfer, degree/certificate pathways, and graduation requirements.
7. Provide technical assistance and information to students, faculty, and staff regarding correct procedures for form completion; review documentation for accuracy, completeness and potential issues; research, examine, and process applications and records; request applicable documents as needed; refer problems to supervisors and notify individuals of additional documentation requirements.
8. Register new and continuing students; enroll students in desired classes; assist students and staff with enrollment issues; assist in resolving student complaints regarding program errors; make enrollment changes for students.
9. Maintain and update student records; assist students with understanding and completing matriculation requirements; review assessment and placement results, transcripts, prior college credit, and course equivalency information; provide information on a variety of services and programs available to students.
10. Support students in the exploration of educational and career pathways; make recommendations for class enrollment; provides referrals as appropriate.
11. Maintain accurate records to meet state and federal audit requirements; conduct regular audits to ensure accuracy; monitor collection of deferred fees and ensure accurate accounting through computer entry; place holds on student records as needed; initiate refund requests when appropriate; resolve problems in coordination with Admissions and Records and Fiscal Office staff.
12. Assist with administration of student assistance programs; conduct preliminary screening of applicable campus-based loan program eligibility.

**OTHER DUTIES:**

1. Receive and tag items for the 'lost and found' on campus.
2. Conduct workshops related to admissions, financial aid and counseling.

3. Attend workshops, conferences and other training sessions as assigned.
4. Perform related duties as assigned.

**KNOWLEDGE SKILLS AND ABILITIES:**

- Student services program goals, objectives, policies, procedures and practices in admissions, enrollment, financial aid, and counseling.
- Interpret, apply, and explain education code, rules, regulations, policies and procedures relevant to admissions, enrollment, financial aid, and counseling.
- The Family Educational Rights and Privacy Act and other college, state and federal laws, rules, regulations and policies.
- Operate a computer and use standard and/or specialized business software applications.
- Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
- College course prerequisites and matriculation policies.
- Practices, concepts and techniques used in customer service.
- Procedures followed in administering and scoring standard and other academic tests and recording and reporting test results.
- The district's student recordkeeping systems, including appointment setting and accessing student test information.
- Prepare clear, concise and accurate records.
- Office administration practices and procedures, including filing and recordkeeping systems.
- Basic math, research methods, and procedures.
- Safety policies and safe work practices applicable to the work.
- Evaluate alternatives and reach sound decisions within areas of assigned responsibility.
- Respond in person and by telephone to a high volume of varied inquiries and requests calmly, patiently, and effectively.
- Work independently with little direction.
- Understand and follow oral and written directions.
- Maintain the confidentiality of department and student records and information.
- Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
- Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from high school or GED equivalent, and one year of clerical or administrative work experience involving frequent public contact.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provide work direction to student workers, temporary staff, and others as assigned.

**CONTACTS:**

District administrators, faculty, staff, students, parents, other college and community organizations, vendors, contractors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending or stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to work at computer for extended periods of time, including repetitive use of a computer keyboard, mouse or other control devices; ability to travel and/or drive to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; usual assignment worked during daylight hours with occasional evening, weekend and/or holiday hours required on an as-needed basis. Occasional local travel may be requested.