

**PALOMAR COMMUNITY COLLEGE DISTRICT**

**Classification Title: Supervisor, Counseling Services**

**Department:** Counseling Services

**FLSA Status:** Non-Exempt

**Staff Category:** Confidential and Supervisory Team (CAST)

**Salary Range:** 45

**Supervision Received From:** Dean, Counseling Services

**Original Date:** August 2014

**Supervision Given:** Assigned Classified, Short-Term, Student, and Volunteer Staff in Counseling Services

**Last Revision:** October 2016

*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 within the job.*

**JOB SUMMARY.**

Responsible for planning, organizing, and coordinating operational activities of non-faculty employees including classified, short-term, student and volunteer personnel in Counseling Services. Duties include planning and assigning work, training and supervising classified, short-term, student, and volunteer personnel, ensuring compliance with policies and procedures, assisting the Counseling Department Chair and Dean, Counseling Services with budget development, and recommending and implementing goals, objectives, policies, and procedures.

**DISTINGUISHING CHARACTERISTICS.**

The Supervisor, Counseling Services is distinguished from other supervisory classifications in Student Services by its responsibility for oversight of assigned areas of Counseling Services.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans and facilitates staff meetings.
3. Participates in the investigation and resolution of complaints and performance issues associated with assigned staff.
4. Monitors employee compliance with internal processes, practices, and procedures.
5. Assists the Counseling Department Chair and Dean, Counseling Services in the development and tracking of the department budget and applicable expenditures.
6. Operates specialized automated office equipment, such as a computer and printer, to maintain records, enter and retrieve data, and produce various documents and reports utilizing standard and advanced machine functions and programs requiring devising formats and manipulating data to achieve desired results.

7. Develops, documents, prepares, and maintains a variety of statistical and analytical reports.
8. Recommends, drafts, prepares, and assists in the implementation of departmental goals, objectives, policies, and procedures.
9. Serves as a liaison for the department in response to student, staff, campus, and community inquiries, which includes conducting investigations associated with complaints received from applicable parties.
10. Supervises the implementation and administration of appointment scheduling software, providing backup support during peak periods.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Supervisory principles and practices.
2. Counseling services in a higher education environment.
3. Basic budgeting principles.
4. Modern office equipment.
5. Automated appointment scheduling systems.
6. Basic accounting principles.
7. Customer service principles and practices.

**Skill in:**

1. Supervising, training, and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Coordinating with faculty who have authority over assigned areas.
4. Interpreting and applying applicable rules, regulations, and policies.
5. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
6. Establishing and maintaining effective working relationships with those contacted in the course of work.
7. Developing and maintaining a budget.
8. Interpreting complex data and information.

9. Mediating difficult and/or hostile situations.
10. Investigating and resolving customer complaints.
11. Providing customer service.
12. Communicating clearly and concisely, both orally and in writing.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of progressively responsible counseling support experience in a secondary or post-secondary educational setting.

**Education/Training:**

An associate's degree from an accredited college or university in business administration, psychology, sociology, or a related field.

**License or Certificate**

Possession of, or ability to obtain, a valid, appropriate California driver's license.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, and students.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties. Must be able to travel between education centers and other District locations.