



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Director Advising and Counseling
<b>POSITION NO.</b>	501324, 502258, 502405
<b>LOCATION</b>	Multiple
<b>REPORTS TO</b>	Dean Student Development /Assessment
<b>GRADE</b>	PSA 15
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	Counselors, advisors, other professional staff, support and Part-time staff
<b>LIMITATION (if applicable)</b>	N/A
<b>REVISION DATE</b>	July 2022

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**JOB SUMMARY:**

To administer and manage the Office of Advising and Counseling and the Assessment Center, by providing overall supervision for the advising and counseling function, transfer function, front desk & registration operations, placement testing, high stakes testing, and assessment functions including career, personality and educational assessment. Manage all aspects of the Financial Aid Appeals processes and procedures related to unsatisfactory Student Academic Progress (SAP).

**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 to provide quality customer service in a diverse, inclusive and student-centered environment with students regardless of race/ethnicity, gender identities, gender expressions, sexual orientation, socio-economic status, age, disabilities, religion, regional background, Veteran status, citizenship status, nationality, and other diverse identities life experiences and learning styles.

**Departmental Leadership:**

- Provide vision, leadership, and overall management for the College's Advising & Counseling Center in the areas of personal counseling, academic advising, educational assessment, placement testing, transfer, front desk operations and registration.
- Develop policies and procedures in conjunction with Dean of Student Development / Assessment in all areas in Advising and Counseling. Develop goals and objectives for areas of supervision and provide assistance to the Dean of Student Development / Assessment in the area of long-range planning.
- Provide vision, leadership, and overall management for the College's Nationally Accredited Testing Center.
- Develop an effective team of counselors, academic advisers, front desk professionals and paraprofessionals to deliver a comprehensive array of services and programs.
- Participate in the hiring and performance evaluation process for professional and support staff.
- Assist in developing, implementing, training and being responsive to technological innovation.
- To enhance communication and cooperation across College Divisions to strengthen Advising & Counseling Services.
- Reconfigure staffing patterns during times of high demand for services.
- Prepare, plan and administer the Budget including projections and expenditures.

**Collaboration and Teamwork:**

- Participate in intra-institutional consortia designed to support common goals such as enrollment and retention of students.
- Oversee the transfer function through constant and continuous communication with other colleges and universities. Additionally, oversee the efforts to bring other colleges onto campus for individualized informational sessions with students interested in specific programs.
- Maintain effective liaison with College departments within Student Affairs, Academic Affairs, Off-Campus Programs, Community Services etc., to ensure effective communication and understanding of academic advising, retention, student success, mental health issues, student concerns and department operation.

- To serve on College-Wide Committees as needed.

#### **Advising, Counseling, and Testing:**

- Recruit, hire, train, supervise and evaluate advising and counseling staff who provide academic support services to the general student population as well as assigned caseload.
- Plan, develop, implement and manage all aspects of the Financial Aid Appeals processes and procedures as it relates to unsatisfactory Student Academic Progress (SAP), including but not limited to:
- Familiarize, understand, implement Federal Student Aid (FSA) regulations and Statutes of Student Eligibility, mandates, and College guidelines, rules, and regulations.
- Develop staff training and subsequent daily monitoring to ensure compliance with all aspects of the financial aid appeal process; serve as resource requiring subjective and complex issues.
- Preliminary review and consultation, when necessary, of each appeal packet in order to develop a summary for presentation at the weekly Committee meeting.
- Review and assess all official third party documentation submitted by students to determine whether it warrants mitigating circumstances for all semesters not meeting SAP requirements.
- Use professional judgment to determine if special restrictions are justified as a condition of an appeal approval (including but not limited to reduced credits, counseling, DSS services, etc.).
- Complete processing of all pending financial aid appeals in order to meet the imposed drop deadlines established by the College.
- Review re-appeals when decision is challenged and additional documentation is presented for evaluation.
- De-escalation of students who become irate over ineligibility decisions and/or denied appeals; assist staff with de-escalation techniques.
- Develop procedural processes for efficient processing of appeals; amend as warranted.
- Ensure quality and timely student communications regarding SAP appeal processes and accuracy of SAP appeals process.
- On-site and Off-Site supervision of placement testing, high stakes testing (ACT, SAT, ETS, CLEP); computer based testing in areas of career, personal, and educational assessment.
- Overall management of CCRI's Nationally Accredited Testing Center including but not limited to maintaining and updating platforms, building placements, creating and maintaining branching profiles, updating users, ordering units, maintaining standards of testing integrity.
- Overall management of Departmental Emails, Starfish Flags, Signal Vine Text Messages, Telephone System.
- Overall management of the Daily Virtual and In-Person Drop-In Advising Sessions.
- Overall management of daily Reach Outs including but not limited to Retention, Graduation Requirements, High-Risk, Faculty Referrals.
- Overall management of personal and mental health counseling including but not limited to Crisis Intervention,
- Develop, implement and manage the academic, educational, career and personal counseling services for the off-campus satellites.
- Supervise full-time day and part-time day, evening and weekend professionals in Advising, Counseling, Transfer, and Assessment.
- Provide counseling and diagnostic testing to students as referred by faculty, staff, and community agencies.
- Oversee the evaluation of programs and services using multiple measurement options that include student evaluations.
- Supervise graduate training of Interns who are placed into the department as part of their graduate degree requirements.
- Other related duties as assigned.

#### **Technical Knowledge:**

- Proficiency in BANNER, SIGNAL VINE, College Scheduler, Starfish, EXCEL, LINPHONE a plus.

#### **LICENSES, TOOLS, AND EQUIPMENT:**

Knowledge and use of mainframe and personal computer software systems; calculating equipment; copying equipment; telephone system.

#### **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

#### **REQUIRED QUALIFICATIONS:**

- Master's degree or higher in Counseling is required.
- Three years managerial experience required.
- Knowledge of academic advising required.
- Must have at least three years of professional personal counseling experience.
- Knowledge and experience in placement testing, career, personal and educational testing & assessment, and individual assessment strategies essential.
- Excellent oral and written communication skills required.

**PREFERRED QUALIFICATIONS:**

- Managerial experience preferably in higher education.
- A knowledge of Satisfactory Academic Progress (SAP) and federal financial aid requirements.
- Proficiency in BANNER, SIGNAL VINE, College Scheduler, Starfish, EXCEL, LINPHONE a plus.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.