



TEMPLE COLLEGE
TEMPLE, TEXAS

Job Description

JOB TITLE: Director, Advising
FLSA: Exempt
SALARY LEVEL: Professional Level 3
DATE: February 22, 2009

The following duties, responsibilities, Knowledge, Skills and Abilities (KSA's), and physical requirements are intended to describe the general nature and level of work being performed. The information listed below is not intended to be construed as a complete listing of all duties, responsibilities, KSA's, and physical requirements required of this position since changes to the position may occur at any time or additional requirements that may be added over the course of time.

SUMMARY:

Under general supervision of the Division Director, Student and Enrollment Services the incumbent evaluates transcripts and advises students on admission requirements and options, transfers, and related issues. Establishes and administers programs for targeting, recruitment, and retention of potential students. Develops programs and marketing materials; visits and makes presentations to groups and/or individuals at various community locations. Manages personnel within the Advising Department.

DUTIES AND RESPONSIBILITIES:

The incumbent will:

- Perform academic advising.
- Coordinate and supervise the operations and staff of the advising center and related off-site advising activities including supervising office personnel to ensure that employees are maintaining their work schedule, completing assignments and tasks, effectively advising students, and providing satisfactory customer service.

- Counsel and advise students and families about educational opportunities, admission, transfer of credit, financial assistance, and College policies and requirements.
- Select, hire, train, and evaluate advising center staff; provide periodic training or updates to other staff members regarding advising policies and procedures.
- Work with other departments to create effective advising processes and to disseminate relevant information; assist in the development and maintenance of advising materials and manuals.
- Participate in ISD visitations for prospective students; represent the College in its recruitment efforts and in providing special outreach services in the community.
- Work with other departments to determine student status and courses needed.
- Utilize College software systems to dialog with students, prepare reports, and/or analyze data.
- Evaluate or oversee the evaluation of department employees
- Represent the College at various community settings.
- Recommend and manages the advising center budget.
- Interpret advising policies and procedures.
- Supervise student workers assigned to department.
- Perform other job-related duties as assigned by the Director.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree and three (3) years of directly related work experience specific to the duties and responsibilities described.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

Ability to develop and deliver presentations. Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community. Ability to communicate effectively, both orally and in writing. Knowledge of programs/services available to students. Knowledge of community outreach practices. Ability to process computer data and to format and generate reports. Knowledge of customer service standards and procedures. Knowledge of student recruitment and retention issues. Ability to interpret, adapt, and apply guidelines and procedures. Ability to investigate and analyze information and draw conclusions. Ability to work effectively with diverse populations. Ability to evaluate student transcripts and/or records.

PHYSICAL EFFORT:

Light physical activity is required with occasional lifting and manipulation of objects up to 15 pounds.

WORKING CONDITIONS:

Work is normally performed in an office setting. Travel may be required in College or personally owned vehicles

SUPERVISOR OF:

Advisors, Student Workers assigned to department.

DIRECT SUPERVISOR:

Division Director, Student and Enrollment Services