



Job Description

Title: Student Support Services Counselor

Department(s): Student Support Services

Reports to: Director of Student Support Services

FLSA Status: Salary, Exempt

Characteristics of Job:

- Responsible for assisting participants with their academic needs by providing personalized coaching and conducting workshops on University success skills, financial aid, and financial literacy.
- Managing student caseload focused on addressing the academic, financial, career, and personal needs of SSS students.
- Counsels' students in their growth/development during their academic journey; guides students with identification of long-term goals and career plans; provides information and direction for planning a program of study to help ensure that students meet their goals and graduate within an appropriate time frame.
- Advises students individually and in groups regarding their academic plan and performance; implements the provisions of the academic support programs; reviews, monitors, and evaluates student progress; identifies potential student needs or problem areas; provides resources and referrals.
- Acts as subject matter experts for a set of academic programs; works to position the student to create a graduation plan that meets requirements for the degree; serves as a proactive agent to support students with faculty and academic departments.
- Apply affirmation, support and advocacy in academic counseling and outreach, bearing in mind the impact of diversity, equity, and inclusion in the University's undergraduate student population.
- Initiates an intake process for all students to guide appropriate course registration, academic advising, and student success.
- Tracks and maintains information related to retention, attrition, and success rates of all enrolled students; identifies barriers and develops a system to identify and intervene with students with academic needs and/or difficulties; monitors students' academic progress including analyzing reports, identifying potential areas of concern, and provides appropriate support and resources.
- Conducts program evaluations for undergraduate students; prepares and records petitions to modify academic requirements; performs graduation audits; confirms degree completion and commencement participation.

- Knowledgeable in all degree requirements and common substitutions and transfer equivalencies to support both undergraduate students and faculty.
- Maintain the confidentiality of student records and other information according to FERPA regulations.
- Completes ongoing training and professional development required for this position.
- Assist students with documented disabilities and maintain student records in compliance with FERPA.
- Completes ongoing training and professional development required for this position.
- Job responsibilities include driving on college business for your department whether the frequency is daily, weekly, monthly, or occasionally.
- Other duties as assigned.

Minimum Requirements:

- Bachelor's degree with experience in Education, Counseling, Business Administration, or related field.
- Committed to working with low-income University students, first generation University students, and students with disabilities.
- Strong verbal and written communication skills
- Knowledge of Microsoft, Excel, and Access

Preferred:

- Experience working with disadvantaged youth and diverse populations.
- Candidates who have succeeded in overcoming barriers related to being first generation or low income.

Additional Requirements:

- Criminal background check prior to employment

Typical Working Conditions and Unique Physical Requirements

- Work is typically performed in an interior office.
- Noise level is generally quiet to moderate.
- Regularly required to speak and hear.
- Frequently required to stand, walk, and sit for extended periods of time over various terrains.
- Occasionally required to reach with hands and arms, bend, stoop, kneel, or crouch.
- Recurrent climbing of interior and exterior stairs.
- Vision capability required but not limited to distance, peripheral and low light.
- May be required to lift or carry items weighing up to 25lbs.
- Performs special projects and related duties as assigned.

The statements in this description are intended to describe the general nature and level of work being performed by individuals assigned to this classification. Examples of duties or responsibilities are not to be construed as an exhaustive list describing the duties or responsibilities required of personnel so classified. These examples are also not to be interpreted as limiting the appointing authority's ability to append or otherwise alter the duties and responsibilities of the position. The use of an individual expression or illustrations to duties or responsibilities shall not be regarded, as excluding assignment of others not mentioned which are of similar kind or quality.

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