

EDUCATIONAL ADVISOR

DEFINITION

Under general supervision, advises students in the preparation of academic programs by interpreting policies and procedures to promote students' achievement of educational and career goals; provides information and assistance to students regarding registration, education planning, and program services and eligibility; serves as a liaison between faculty, administration, and students.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for providing advisement services to students regarding educational issues. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and administrators. Incumbents at this level perform the full range of duties as assigned, working independently, and exercising a higher level of judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the professional counseling classifications in that the Educational Advisors are Classified staff positions which are primarily concerned with assisting prospective, new, or continuing students with completing their academic programs. Whereas Counselors are instructional faculty who provide counseling and instruction to students in academic counseling, as well as, career and personal counseling.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides educational advising and assistance to students by planning schedules, recommending courses, and determining appropriate education solutions.
2. Initiates and reviews various forms, including exceptional action petitions, transfer articulation agreements, major forms, and graduation checks and petitions.
3. Provides unofficial evaluation of transcripts; evaluates prerequisite overrides; interprets test and assessment scores.
4. Provides intra- and inter-campus referrals.
5. Serves as a student advocate; serves as a liaison between students, faculty, administration, and outside agencies.
6. Assesses, researches, and resolves academic concerns; provides advice on development of personal statements, tutoring services, transfer issues, and financial aid resources and applications.
7. Demonstrates use of available technology to students, including online registration system and student information system.
8. Provides guidance, interpretation, and information related to College policies and regulations.
9. Interprets University of California, California State University (CSU), and other private, independent, and public university and college transfer policies and procedures; reviews and completes transfer paperwork as needed.

10. Reviews and completes Intersegmental General Education Transfer Curriculum (IGETC) and CSU certification forms.
11. Provides advice and support services to students applying for and enrolling in specialized support programs.
12. Assists students seeking or in need of career or personal advisement by referring them to appropriate counselors.
13. Conducts workshops and delivers presentations to students, prospective students, parents and community members about the College and the particular program/department assigned.
14. Assists in organizing, coordinating, and implementing various campus-wide events.
15. Answers questions from and provides support services to students and visitors.
16. Compiles information and data for various reports; checks and ensures accuracy of the data.
17. Composes, edits, and proofreads a variety of documents, including forms, memos, reports, letters of recommendation, and correspondence.
18. Enters and updates information; retrieves information from systems and specialized databases as required.
19. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
20. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
21. Assists with drop-in registration at the start of each semester.
22. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
23. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
24. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
25. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
26. Prepares and delivers oral presentations related to assigned areas as required.
27. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, practices, methods, and procedures for advising students in the preparation of their educational plans.
3. Research and reporting methods, techniques, and procedures.
4. Principles and practices of data collection and report preparation.
5. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
6. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.

9. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
10. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels, and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Provide sound advice to students in the preparation of their educational plans.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Communicate effectively through various modalities.
7. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
8. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
9. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
10. Establish and maintain a variety of filing, record keeping, and tracking systems.
11. Organize own work, set priorities, and meet critical time deadlines.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited four-year college or university with major coursework in education, social science, human services, or a related field; and
2. Two (2) full-time equivalent years of experience as an academic or education advisor or experience in a higher education setting.

Pay Grade Eligibility:

1. Master's degree in educational counseling may qualify incumbents for an increased pay grade.
2. Master's degree in counseling will qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification, although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023; 12/2025