TITLE: Online Counselor (Grant Position)

DEPARTMENT: Department of Student Affairs

FUNCTION: Provide online support services for online students in: admissions, testing, advising, career planning, counseling, wellness, and first year orientation.

REPORTS TO: Vice President of Student Affairs

SUPERVISES:

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Support students who take all or the majority of their classes online from admissions to graduation.
2. Provide on-going academic counseling, advising, coaching, career, and transfer guidance and planning for students via e-mail, in-person, phone, and web-based meetings.
3. Continuously develop an online Student Services Center.
4. Update current and create new resources for online students, including, but not limited to web pages, forms, and videos.
5. Conduct workshops for online students.
6. Communicate monthly with online students through e-mail, in-person, phone, and web-based meetings.
7. Monitor student academic and intervention via Pipeline.
8. Assist in implementation and management of online orientation.
9. Manage content for Student Affairs Online website.
10. Participate in campus recruitment, retention, and completion efforts for online students.
11. Make referrals to Bergen Community College resources as necessary.
12. Assist in yearly preparation of annual grant report.
13. Performs additional tasks or duties as assigned by the Vice President of Student Affairs or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:
- Counseling, Advising, and Coaching
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning
- Taking Initiative and Working Independently
- Learning New Technology
- Excellent computer skills with a knowledge of Microsoft Office Suite, Adobe Connect, Google, and Datatel a plus

Education:

Master’s Degree in Student Personnel Administration, Counselor Education, Social Work, Vocational Rehabilitation or other related areas required; three to five years counseling experience in higher education, including experience taking online courses and/or conducting online counseling. Must possess excellent interpersonal, communication and computer skills. Knowledge of Datatel and bilingual a plus.

Experience:

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE