



Position Title: Client Support Advisor
Reports To: Program Supervisor/Director/Dean
Department: College-wide Programs
Prepared By/Date: Donna French/10-20-2011
Approved By/Date: Linda Scharf/10-24-2011
Revised:

Job Code: 3603
Job Group: PENC
Salary Grade: 12
FLSA Status: Exempt

Summary:

This position serves as the initial contact person for displaced homemakers (clients). Develops career goals, explores training options, and is responsible for a broad range of duties associated with the proper functioning of the Program.

Essential Duties and Responsibilities:

- Facilitates admission, advisement, registration, financial aid, textbook acquisition, and career services for clients
- Develops individualized training and support plan for each client and provides guidance and assistance about labor market conditions
- Confers and links clients to additional support services available through governmental and community agencies
- Conducts case management to clients during their tenure in the program
- Handles day-to-day operations of the Program
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge and understanding of College organization, goals and objectives, policies and procedures is desired
- Ability to work and communicate effectively, orally and in writing
- Possess excellent oral and written communication skills
- Possess excellent organizational decision-making skills
- Proficiency in Microsoft applications
- Ability to work effectively in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-Essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's degree in an appropriate field from a regionally accredited institution and three (3) years of related experience

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name