

**NASHUA COMMUNITY COLLEGE  
SUPPLEMENTAL JOB DESCRIPTION**

**INCUMBENT:**

**FLSA:** Exempt      **EEO-6:** 3-30 (Professional)      **SOC CODE:** 21-1010

**CLASSIFICATION:** IC Counselor I      **CLASSIFICATION CODE:** 522000

**IN-HOUSE TITLE:** Retention Specialist/  
Academic Advisor      **DATE ESTABLISHED:** 3/24/16

**POSITION NUMBER:** N2R00035      **DATE OF LAST AMENDMENT:** 3/24/16

**SCOPE OF WORK:** To assist students in reviewing their educational goals, developing plans to meet their objectives, and resolving concerns that arise during the course of their enrollment at the college to foster program completion. This position shall report to the Vice President of Student and Community Affairs at NCC.

**ACCOUNTABILITIES:**

Advises and assists students with course selection for each term and provides long-term schedule planning to foster transfer or graduation within specified timeframes;  
Monitors student's standards of academic progress to insure successful program completion;  
Advises and assists students on academic probation and/or in jeopardy of program non-completion in coordination with Program Coordinators;  
Maintains open and frequent communication with student population through mailings, telephone contacts, email, and meetings;  
Informs and refers students to academic support and other available resources on campus;  
Increase persistence rates among students that are currently enrolled and have not progressed towards completion;  
Follows up with students that withdraw from the college to discuss options and increase retention rates;  
Develop advising action plans for students with academic concerns.  
Maintains collaborative relationships with faculty, department chairs and program directors, Registrar, Student Financial Services, and Admissions.  
Assists with student orientation and other campus events as needed;  
Complies with all system, state, and federal rules and regulations including, but not limited to, health and safety policies, the State of NH Policy on Sexual Harassment, Administrative Rules, civil rights, laws, etc.  
Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university with major study in counseling, education, psychology, human services, social work, or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience as a teacher, academic advisor, career counselor, or admissions or student services counselor within a higher education setting.

**PREFERRED QUALIFICATIONS:** Experience using the internet with aptitude for using campus student information and records database system. Experience working with students outside the classroom and ability to interface with a diverse population. Commitment to customer service; superior oral and written communication skills; strong organizational and computer skills; excellent prioritizing, problem solving and decision making skills; ability to collaborate and work in a team; ability to multi-task and maintain comprehensive records of the progress and development of the individual student. Demonstrate a willingness to appreciate the differences in individuals and interest to motivate students to do their best.

**RECOMMENDED WORK TRAITS:** Considerable knowledge of counseling principles and techniques. Considerable knowledge of learning, behavior, and emotional patterns of young adults. Knowledge of personality, achievement, prognostic, and placement tests and the techniques involved in their use and interpretation. Knowledge of statistical analysis techniques. Ability to maintain rapport with students, faculty and staff. Ability to communicate effectively and to prepare written reports. Ability to instruct students, faculty and staff concerning counseling roles and techniques, leadership roles, and human relations. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**LICENSE/CERTIFICATION:**