

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Administrative Support
Adopted: 12/15/14

COLLEGE SERVICES ASSOCIATE

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing support, guidance and referrals for students of Mohawk Valley Community College and for communicating and responding to Academic Center or Student Affairs Departmental customers as needed through established protocol. The incumbent also serves as a liaison between the Academic Center and the textbook and instructional material publishers. Work is performed under the direct supervision of the designated Center or Departmental supervisor or administrator. Supervision of others is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Advises and guides students on the appropriate College and SUNY processes and procedures;
Triage student requests and needs according to student development and educational needs;
Refers students to appropriate College services, faculty and staff, and advises and directs them accordingly;
Communicates and responds to Academic Center or Student Affairs Departmental customers through phone calls, e-mails, etc., from staff, faculty, parents, students and outside agencies;
Prepares correspondence and reports as necessary;
Uses applicable Academic Center or Student Affairs departmental and student software and systems with proficiency;
Assists Academic Centers in the procurement of textbooks and instructional materials;
Serves as liaison between the Academic Center and the textbook and instructional material publishers;
Serves as front line representative to students, advising them on questions and concerns regarding student status and records;
Maintains multiple Academic Center or Student Affairs Departmental calendars, files and records;
Works independently and collaboratively on Academic Center or Student Affairs Departmental projects;
Mentors student employees and coordinates their assignments;
Maintains and adheres to Academic Center or Student Affairs Departmental confidentiality, including FERPA (Family Educational Rights and Privacy Act of 1974) guidelines with regards to all communication;

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TYPICAL WORK ACTIVITIES: (Illustrative only) continued

Assists College staff with student intake, registration, retention and completion efforts;

Assists Academic Centers in the processing of faculty assignments;

May assist with the orientation and training of new staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office practices and procedures; working knowledge of College's policies and procedures, academic requirements, campus resources, student life, and support services; skill in organizing, coordinating and prioritizing projects; excellent oral and written communication skills; excellent interpersonal/human relations skills; ability to work with a diverse population; ability to identify students' needs for services in order to make appropriate referrals; ability to operate a personal computer and to learn and use a variety of software packages; ability to maintain confidentiality.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** one (1) year of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree **AND** three (3) years of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers ; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers .

*Note: Entry-level cashier and call center experience, or experience with limited transactions, are not acceptable qualifications for this position.

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