

Jurisdictional Class: Competitive  
EEO Category: Administrative Support  
Revised: 03/30/2023

## **COLLEGE SERVICES ASSOCIATE**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves providing support, guidance, and referrals for students at 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;

Triages 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;

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.

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**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 proficiency in Microsoft Office; ability to maintain confidentiality.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of 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) Possession of 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 .

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

**NOTE:** Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

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