MOHAWK VALLEY COMMUNITY COLLEGE  
Utica and Rome, New York

Position Guide

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<td>Student Services Specialist</td>
<td>Director of First-Year Experience/Student Service Center</td>
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**BROAD FUNCTION:**

Provide specialized technical assistance in the First Year Experience/Student Service Center. This position may require working a minimum of one evening per week and an occasional Saturday.

**MAJOR RESPONSIBILITIES:**

1. Create and maintain student tracking systems and databases related to advisement, the Student Service Center, Adult Services and other First Year Experience Offices.

2. Create, as needed appropriate online forms for integration with databases.

3. Generate reports, as requested.

4. Analyze demographic data from ACT for marketing and recruitment strategies.

5. Coordinate mailings for the Center as needed.

6. Assist with telephone calls and student walk-ins for navigation into the FYE offices at peak times.

7. Coordinate with the Disability Services staff to accommodate students needing assistive technology for placement testing.

8. Provide technical support for the set up and use of career assessment instruments, document imaging, employer databases and communication, and transfer articulation agreements.

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9. Assist in the development of appropriate web site services to better serve students in the First Year Experience/Student Service Center.

10. Serve as college advisor as needed.

11. Other responsibilities as assigned by the Director of the First Year Experience/Student Service Center.

QUALIFICATIONS:

Associate degree required. Excellent computer and communication skills including database experience required. Demonstrated ability to multi-task and interact with a diverse student body. Bachelor’s degree preferred.

SALARY:          AFFILIATION:          Term:
Grade 2          Professional          12-month