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**JOB POSTING  
OFFICE OF HUMAN RESOURCES  
March 16, 2017**

**POSITION:** Administrative Assistant  
**DEPARTMENT:** Academy for Academic Excellence and Student Success  
**DIVISION:** Academic Affairs  
**HOURS:** Full-Time, Monday through Friday, 35 hours per week, 8:30- 4:30

**Function**

- Responsible for providing administrative and secretarial support to the Director of the Academy for Academic Excellence and Student Success, Associate Director of Counseling Services, and Counseling personnel.
- Duties include, but are not limited to, administration of college tutorial program, assisting with the academic advising program, accessibility services, departmental budget tracking, as well as, general office management.

**Organizational Relationships**

- Reports to the Director of the Academy for Academic Excellence & Student Success (AAESS).

**Specific Duties and Responsibilities**

- Administer College tutorial program. Maintain statistics, generate reports, process payroll for tutors. Collect requests for tutors and recruit tutors to fill requests. Get acquainted with students/tutors and consult with the Director in order to match personalities and learning styles to ensure maximum success of tutoring arrangement. Assist the Director with educating and training tutors through use of a formal training program.
- Function as primary scheduler for exams where accommodation is needed. Work with faculty and staff in the preparation of exam materials (recorded exams, enlarged print, etc.) and coordinate proctoring for exams. Coordinate proctoring schedule for final exams.
- Assess needs of new students to AAESS. Identify nature of assistance needed and refer students as needed to the Director or Counselor. Track students in need of accommodation during their stay at NYCC. Secure schedules, instructor assignments and other necessary information. Assist with early intervention and tracking of at risk students or students on probation. Facilitate the initial set-up and follow-up process of students under the AATP. Compile statistics and generate reports as needed.
- Function as liaison for students with questions or problems. Disseminate written information on accessibility services to students and others who make requests. Follow-up and ensure that other College offices are accommodating students as agreed upon. Refer students to appropriate staff member for assistance if problems, questions or concerns are not routine in nature.

- Work with the Director in the development and implementation of faculty advising program. Track student performance grades for early identification of at-risk students.
- Provide administrative support for AAESS and Counseling Services; such as typing, answering phones, filing, copying. Responsible for maintaining department filing system, including student files. Develop forms and other materials as needed and distribute to college community. Act as the primary appointment scheduler and maintain calendars for Director and Counseling personnel. Respond to questions and requests, if able, and refer urgent situations immediately to Director.
- Monitor department budget and facilitate payroll. With approval of Director, order materials and supplies as needed and reconcile purchases with budget. Inform Director of any over-expenditure and recommend budget adjustments to ensure budget is properly reconciled.
- Assists in the development of campus wide events.
- Performs other duties as deemed necessary.

### **Methods of Accountability**

- Performance evaluations by the Director of Academy for Academic Excellence and Student Success.
- Satisfaction of students, faculty, and staff with the office support of AAESS.

### **Mental and Physical Requirements**

- Working knowledge of departmental and campus policies and procedures; knowledge of educational programs content and objectives.
- Excellent organizational, written and oral communication skills are necessary with an emphasis on customer service philosophy.
- Ability to effectively interact and communicate with all college constituents.
- Ability to support the daily operations of the AAESS Department efficiently.
- Ability to perform multiple tasks flexibly and independently.
- Attention to detail and accuracy is essential.
- Possess good listening skills.
- Ability to evaluate and prioritize workload.
- Ability to function well in a highly diverse and time-sensitive environment.
- Ability to handle high level of discretion and confidentiality.
- Ability to work some early morning and some evening hours.

### **Education and Experience**

- High School diploma or equivalent required, college degree preferred.
- Experience working in higher education with accessibility services, tutoring or counseling services extremely helpful.
- Demonstrates high level of customer service, interpersonal and communication skills.
- Previous secretarial experience required.
- Knowledge of word-processing and spreadsheet software necessary.
- Must be flexible and able to function well independently.

### **Working Environment and Conditions**

- Welcoming and professional service-oriented environment.
- Supportive working relationship with students, faculty, staff, and co-workers.

### **Equipment and Tools**

- General office equipment and supplies.
- Computer, printer and software.

If you are interested in applying for this position; please submit a cover letter, resume and contact information for three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: [sbowman@nycc.edu](mailto:sbowman@nycc.edu)

*\* Employment is subject to the favorable result of a background investigation and where applicable, confirmation of appropriate degrees and credentialing.*

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