

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
SUPPORT SERVICES SPECIALIST	CLASSIFIED	GRADE: M MONTHS:
BOARD POLICY REFERENCE: 2007/2008 CLASSIFICATION REVIEW		Board Approved: 02/10/09

JOB DESCRIPTION:

Under direction, coordinate academic support services for students with disabilities; ensure students' accessibility to services and necessary equipment; assist in the recruitment, selection, training, and scheduling of student assistants and short-term, non-continuing employees; and perform related work as required.

SCOPE:

The Support Services Specialist coordinates testing accommodations; determines testing schedule; arranges use of testing facilities; proctors students during exams; ensures integrity of testing environment and materials; maintains current knowledge of changes in test administration policies and procedures; processes service requests for other mandated accommodations such as classroom assistants, note takers, readers, and specialized equipment and furniture for eligible students with disabilities.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Supervises and trains student assistants and short-term, non-continuing personnel to take and transcribe lecture notes, read classroom materials, serve as test proctors, or provide other classroom assistance for students with disabilities; coordinate the work of STNC employees.
2. Processes requests to provide necessary adapted furniture and specialized equipment to facilitate access to buildings or classes throughout the District for students with disabilities; maintains records of loaned equipment.
3. Schedules and proctors academic course exams and college placement tests; diagnostic tests, and/or financial aid tests; maintains order during tests; ensures security of testing materials.
4. Generates and provides access to course material in preferred alternate media for example, large print, audio cassette, Braille and electronic text.
5. Interprets and explains departmental and college policies and procedures as well as compliance with the ADA and Title 5. Provides information and answers questions regarding services to students, staff, faculty and the public.
6. Maintains District-wide inventory of equipment, furnishings, etc., related to accessibility using a complex database.
7. Serves as a District resource for adapted furniture accommodations.
8. Maintains confidentiality in compliance with both FERPA and Title 5 regarding students with disabilities using services through the Disability Resources Department.
9. Participates in outreach efforts at special events to recruit student employees and provide information to students and community members.

EMPLOYMENT STANDARDS

ABILITY TO:

Analyze situations accurately and take appropriate action; learn, interpret and apply laws, regulations and policies and procedures; maintain currency in the use of adaptive equipment through trainings and workshops; perform clerical and administrative work; understand and follow oral and written directions; produce professional written communication in the form of email, forms, and procedural documents; train and direct the work of others; work independently with a minimum of supervision; exercise judgment when interacting with administrators, faculty, staff, and community agencies regarding service provision to students with disabilities; demonstrate sensitivity to, and respect for, a diverse population which includes a student population with medical frailty, psychiatric disorders, physical limitations, acquired brain injuries and learning disabilities; maintain cooperative working relationships.

KNOWLEDGE OF:

Support services and adaptive equipment/furniture required by students with a wide range of disability limitations; federal, state, and local resources for persons with disabilities; modern office methods and practices; proper English usage, spelling, vocabulary, and grammar; operation of personal computer software programs including word processing and spreadsheet tools; proper reception and telephone etiquette. Preferred additional knowledge: Laws regarding disabilities.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Completion of an AA degree or equivalent; Bachelor's degree preferred.

Experience:

Experience in providing services to students with disabilities. Experience in an educational or public setting preferred.

SPECIAL REQUIREMENTS:

Must be able to perform physical activities such as, but not limited to, lifting items (up to 50 lbs. unassisted), bending, standing, climbing or walking.