



## Administrative Specialist

<b>Department:</b> Services for Students with Disabilities	<b>Approved Date:</b> 05/20/2015
<b>Reports To:</b> Director, Services for Students with Disabilities	<b>Team:</b> Learning Support
<b>FLSA Status:</b> Non-exempt	<b>Job Status:</b> Full-time
<b>Salary Grade:</b> 9	<b>Job Classification:</b> Support

### Position Summary:

Responsible for providing administrative support and quality customer service for the Services for Students with Disabilities department.

### Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Manage the day-to-day SSD office operations including scheduling appointments, maintaining office records, and completing regular projects.
2. Provide extensive customer support to a diverse population of faculty, staff, students, visitors and callers.
3. Serve in a confidential capacity regarding classified information. Provide confidential support services within the department regarding personnel and/or student matters.
4. Maintain an extensive working knowledge of academic policies, procedures and business processes, as well as a general knowledge of SSD policies and FERPA regulations. Interpret and apply these policies and procedures as appropriate.
5. Manage all department and student records including:
  - a. Database tracking of all students with documented disabilities using Access software, PeopleSoft, hard copy files, etc.
  - b. Generate reports/queries of students with ADA accommodations via PeopleSoft.
  - c. Maintain student appointment and intervention records.
  - d. Assist in collecting statistics and creating categories of information to best represent the effectiveness and efficiency of SSD services for institutional and state reporting purposes.
6. Coordinate all correspondence with students, parents, faculty and staff, as well as outside callers and refer to the Director or staff members for further response.
7. Assist with requesting and assembling confidential personal records and information so that they may be considered for ADA accommodations.
8. Audit and maintain an inventory of assistive technology. This includes coordinating the loaning and prompt return of all assistive technology.
9. Assist in training students with ADA accommodations to use technological support (i.e. assistive technology).
10. Assist in facilitating the delivery of ADA accommodations and problem solve in the case of failed service delivery:

## *Administrative Specialist*

- a. Seating: Determine specific seating requirements for students needing this accommodation and provide a locations list to Facility/Security departments for timely arrangements of such seating before start of each semester.
  - b. Note taker accommodations: Preparation and distribution of note taking materials and communication with instructors regarding this accommodation for eligible students. Tracking of paid or unpaid services and follow through of the payment process through the PeopleSoft financial system of this honorarium stipend.
  - c. Coordinate testing accommodations for students needing scribes, assistive technology and/or a separate testing room.
  - d. Request and receive alternative and accessible text versions directly from textbook publishers to be distributed to eligible students.
11. Manage recruitment of scribes/readers on a semester basis. Provide direct “scribe” and “reader” services for students when regularly scheduled services fail.
  12. Assist in planning and executing the annual high school to college Transition Fair.
  13. Supervise WSSEP employees and/or hourly office assistant including preparation of job description, interviewing, hiring, counseling, training, evaluating and terminating, and providing performance feedback.
  14. Establish and foster relationships continually with internal departments who work collaboratively with SSD.
  15. Utilize the PeopleSoft financials system for all procurement related functions involving departmental, restricted and grant funds (when applicable). Follow through on outstanding orders and resolve issues related to purchases, services and repairs. Verify deliveries and authorize payment to vendors.
  16. Prepare, maintain, and report budget information for applicable departmental budgets.

### **Required Minimum Qualifications:**

1. Associates degree.
2. Successful experience in maintaining confidential records.
3. Outstanding oral and written communication skills.

### **Desired Qualifications:**

1. Bachelor’s degree.
2. Demonstrated customer service skills.
3. Experience successfully working with difficult or demanding customers or in a high-stress setting.
4. Experience working with support services for individuals with disabilities preferred.

*Note: The College reserves the right to change or reassign job duties, or combine positions at any time.*