(PD-801) Support Services Coordinator

POSITION INFORMATION

Internal Team:* SL-Disability Resource Center-140500
Job Code/Employee Classification:* Admin Support Coord 12 Mo
  Job No: 1035

MPP Job Code:
Position Number: Admin Support Coord 12 Mo
  Position no: SL-00003816

CSU Working Title:* Support Services Coordinator
Reports To: Asst Dir of the DRC
Campus:* San Luis Obispo
Division:* Student Affairs
College/Program:* Disability Resource Center
Department:* Disability Resource Center - 140500
FLSA Status:* Non-Exempt

SENSITIVE POSITION

Sensitive Position: Yes No

Job Summary/Basic Function:* Under general supervision, the Support Services Coordinator performs a variety of responsible administrative and coordinator responsibilities to assist students supported by the Disability Resource Center (DRC). The position coordinates the offering of an array of auxiliary aids and services provided to students with disabilities, including but not limited to, alternative testing and alternative media services. This position will hire, train, schedule, provide oversight, and evaluate dozens of service providers (student assistants).

Minimum Qualifications:* High school diploma or its equivalent. Four years of general office support or technical experience. Education may be substituted for up to four years of the required experience on a year-for-year basis.
Required Qualifications:

Knowledge of and ability to interpret federal, state, university, and DRC policies and procedures.

Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

Excellent communication skills; ability to effectively communicate procedures and policies in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling, and punctuation.

Demonstrated ability to balance the demands of simultaneous projects, conflicts, and time pressures, to meet organizational needs.

Ability to interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist.

Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.

Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.

Ability to effectively write and present own reports.

Ability to use negotiation and persuasion skills to achieve results and expedite projects.

Ability to recruit, train, oversee, and schedule student assistant workers.

Sensitivity to the needs of underrepresented students and students with disabilities.

Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

Ability to interpret, communicate, and apply policies and procedures.

Demonstrated ability to maintain a high degree of confidentiality.

Excellent organizational and time management skills with the ability to set priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email. Ability to learn database systems, utilities, and operating systems.

Preferred Qualifications:

Associate or Bachelor’s degree in educational technology, communications, or related fields, or similar certified coursework in applicable fields of study.

Experience with student services-related technology solutions.

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Special Conditions:

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).
General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

CHOICES

☐ Yes   ☐ No

Conflict of Interest:*  

None

☐ Yes   ☐ No

Supervises Employees:*  

Job Duties

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<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>90</td>
<td>Coordinate the delivery of a variety of services and accommodations (e.g., exam proctoring, converting text materials into electronic form).</td>
<td>Essential</td>
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<td>Develop, implement, and evaluate detailed procedures and department policies which take into account the laws, regulation, and university policies for exam proctoring and alternative media services best practices.</td>
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<td>Schedule, oversee, and evaluate service delivery in meeting the needs of students with disabilities.</td>
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<td>Analyze efficiencies and make recommendations for continuous improvements in the areas of exam proctoring (including use of assistive technology during testing), and alternative media services.</td>
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<td>Develop and update training manuals for each service area that include general explanation of principles, techniques, standards, guides and professional skills to be implemented when working with students with disabilities.</td>
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<td>Recruit, hire, train, oversee, evaluate, perform administrative functions, and provide day-to-day direction to exam proctoring and alternative media student staff.</td>
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<td>Assist with the day-to-day operations of alternative media services, including the conversion of print materials to alternative formats (audio, electronic, large print, Braille, etc.)</td>
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<td>Initiate contact and negotiate the provision of accessible media and standard print formats with textbook publishers. Coordinate services with outside accessible media vendors of captioning, E-text, and Braille.</td>
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<td>10</td>
<td>Provide feedback about service request software and data tracking systems.</td>
<td>Marginal</td>
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<td>Monitor entire production flow for converting instructional materials into accessible media; create periodic use-reports of alternative media activities.</td>
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<td>Maintain organized, detailed inventory records of exam proctoring and alternative media equipment. Keep records up to date throughout the year, in collaboration with Property Account.</td>
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<td>Provide back-up assistance for day to day office functions of all service areas</td>
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<td>Perform other job-related duties and special projects as assigned</td>
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**Users and Approvals**

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