The DRC provides information and supportive services to Cal Poly students with permanent and temporary disabilities. Incumbents in this position use a laptop computer and computer-aided speech-to-text transcription system to provide communication access services to Deaf or Hard-of-Hearing individuals, and/or other individuals with disabilities. Computer-Aided Transcribers facilitate communication by creating meaning-for-meaning transcriptions and will also assist in the communication process by voicing questions or comments that the student has entered to the system.

Minimum Qualifications:*  
Completion of TypeWell training program.
Required Qualifications:

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- 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.
- 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.
- Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Excellent listening skills and demonstrated ability to identify essential components of orally presented information.
- Demonstrated ability to maintain a high degree of confidentiality.
- Must be able to work hours that correspond to students' schedules, including occasional evenings.
- Ability to operate a PC/laptop computer and proficiency with a variety of computer applications including TypeWell, word-processing, on-line systems, and accessing/maintaining a WiFi connection.
- Working knowledge of or ability to quickly learn University infrastructure, policies, and procedures.

Preferred Qualifications:

- 6 months experience providing TypeWell services in a live classroom.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Attendance at a post secondary educational institution

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).

License / Certification:

- Limited - The person holding this position is considered a limited 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.

NCAA:

- □ Yes  □ No

Conflict of Interest:

- None

Supervises Employees:

- □ Yes  □ No

Job Duties
### JOB DUTIES

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Duties / Responsibilities</th>
<th>PD No.:PD-1433</th>
<th>Essential / Marginal</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>Provides on campus TypeWell speech to text services for students, staff and campus visitors.</td>
<td></td>
<td>Essential</td>
</tr>
<tr>
<td></td>
<td>Collaborates with other staff to improve access for students during service delivery situations that are more complex, such as classroom discussions, conferences, fieldtrips, and workshops involving advanced and/or complex topics.</td>
<td></td>
<td>Marginal</td>
</tr>
<tr>
<td>10</td>
<td>Perform other job-related duties and special projects as assigned</td>
<td></td>
<td>Marginal</td>
</tr>
<tr>
<td></td>
<td>Maintain currency in the knowledge and skills necessary to deliver TypeWell services to consumers and maintain realtime connection with consumer.</td>
<td></td>
<td></td>
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</tbody>
</table>

### USERS AND APPROVALS

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