Position Information

Internal Team: SL-Disability Resource Center-140500

Job Code/Employee Classification: SSP II

Position Number: SL-00006593

CSU Working Title: Access Specialist

Reports To: Director of Talent Acquisition

Campus: San Luis Obispo

Division: Student Affairs

College/Program: Disability Resource Center

Department: Disability Resource Center - 140500

FLSA Status: Exempt

Sensitive Position: Yes

Job Summary/Basic Function: Under general supervision the Access Specialist works to provide general academic advising and related services to assist students supported by the DRC in making successful progress toward their degree objectives. The Access Specialist works with a high degree of self-direction while responding to student requests to register for services and for support with problem-solving any challenges with accommodation implementation. This position also assists in events and activities focused on advising, retention, and orientation programs.

Minimum Qualifications: Bachelor’s degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master’s degree and one year of experience.
Required Qualifications:

Ability to understand and interpret medical, psychological and psycho-educational assessments to determine functional limitations and appropriate accommodations.

Ability to address student concerns and university issues in a proactive manner with the ability to maintain appropriate professional boundaries from students and separate personal and student issues.

Ability to learn, interpret, communicate clearly and apply federal and state laws, CSU guidelines, university policies, and program rules pertaining to the provision of services to students with disabilities and to learn university referral resources.

Working knowledge of federal disability-related laws and policies, (e.g., Section 504 of the Rehabilitation Act of 1973, ADA, and IDEA).

Ability to use learning outcome assessment to evaluate and improve program offerings.

Ability to assist individuals with becoming self-determinant and successful self-advocates.

Ability to advise students individually and in groups.

Ability to obtain factual and interpretative information through interview.

Ability to reason logically and to collect, compile, analyze and evaluate data and write clear reports based on the data.

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.

Ability to interpret, communicate and apply policies and procedures.

Demonstrated ability to maintain a high degree of confidentiality. Skilled at maintaining tact and equanimity when dealing with sensitive and confidential information.

Ability to gather information, analyze it and as necessary, help the student develop appropriate options and actions.

Ability to exercise sound judgment, proceed with issues, and help with the assessment of who should be involved at different stages of the process.

Working knowledge of the practices, procedures and activities associated with working with people with disabilities.

Ability to use initiative and resourcefulness in effectively planning work assignments and in implementing long-range program improvements.

Excellent organizational and time management skills with the ability to set own 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.
**Preferred Qualifications:**

- Demonstrated skills in an institutional/educational environment utilizing a customer oriented and service-centered attitude. Direct work experience in disability services at the postsecondary level.
- Familiarity in assistive technology hardware and software available to persons with disabilities.
- Knowledge of higher education issues, trends, policies and procedures.
- Familiarity with American Sign Language.
- Familiarity interpreting psycho-educational evaluations.

**Special Conditions:**

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work additional hours, 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 "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**License / Certification:**

- 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.

**Mandated Reporter:**

- Yes    No

**NCAA:**

- None

**Conflict of Interest:**

- None

**Supervises Employees:**

- Yes    No

**Job Duties**
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>90</td>
<td>Provide consistent, accurate, complete, sensitive, and uniform academic advising services to current and prospective students. Advise students on all issues related to their progress towards degree, such as curriculum sequences, prerequisites, unit loads, course substitutions, articulation agreements, and university academic policies.</td>
<td>Essential</td>
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<td>Participate in recommendations about academic probation and disqualification and execute necessary processes. Monitor students on academic contracts and monitor student progress through their curricula. Maintain student records and process student-related paperwork, i.e. academic and administrative disqualification letters, placement and removal of registration holds.</td>
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<td>Train, schedule, and assign work to Peer Advisors providing student academic services.</td>
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<td>Ensure that department heads are apprised of changes in curricular and graduation requirements, policies concerning placement examinations, registration, petitions, graduation, etc. Provide feedback to departments concerning patterns of student problems and curricular issues.</td>
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<td>Assist other CAFES Academic Advisors with new student orientation and advising programs, e.g. Student Orientation, Advising, and Resource Program (SOAR), Open House, Fall Preview, and WOW. Assist with all advising programs in the College.</td>
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<td>Refer students to other student support and educational services on campus such as career services, health services, study skills seminars, disability resource center, academic workshops, etc. Take referrals from faculty for unique student situations (not just academic ones).</td>
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<td>10</td>
<td>Perform other job-related duties and special projects as assigned.</td>
<td>Essential</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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**USERS AND APPROVALS**