

**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Position Description Form**

Employee Name:	_____	Fresno State ID #	_____
Classification:	SSPIB	Working Title:	Accommodations Technician
Prepared By (MPP/Chair):	Director	Department:	Services for Students with Disabilities
Bargaining Unit: R04	FLSA Status: Non-exempt	Date Prepared:	11-2024

**POSITION DESCRIPTION**

**Overview:**

Under the general supervision of the Director, the incumbent provides assistance with the implementation of the various accommodations and services for students with disabilities that are not directly coordinated by other lead SSD staff and support of those services directly provided by SSD. The Accommodations Technician provides disability management tools to students with disabilities utilizing SCOUT transportation services and classroom accommodations. The Accommodations Technician maintains a caseload of approximately 40-50, temporary, students each semester and conducts individual student advising and guidance sessions and is responsible for providing information to students with disabilities regarding procedures for requesting services through SSD and for making referrals to appropriate staff and other campus offices.

**MAJOR RESPONSIBILITIES AND WORK ACTIVITIES:**

- Under the general supervision of the Director, provides temporary accommodations with reliability and discretion, serving as a trusted resource for students requiring short-term support.
- Provide initial intake interviews for students who have applied for temporary accommodation services and collect appropriate information, including verification of disability, for review and establishment services.
- Meet with all students individually every semester to set up or reestablish services.
- Establish and foster effective working relationships with campus departments, such as traffic and transportation, ensuring efficient and reliable accommodation support for students in need of SCOUT services.
- Prepare daily schedule reports and submit to campus traffic and transportation department.
- Assist in resolving student schedule conflicts by following established protocols and seeking guidance from supervisors when needed.
- Implement and uphold SSD policies and procedures for use of SCOUT services, ensuring consistent, clear communication with students and campus staff.
- Maintain accurate, confidential records with a high level of integrity, ensuring privacy and trust in handling all student accommodations. Manage and coordinate the SCOUT phone line during business hours.
- Assist in ongoing training for SCOUT phone line management with SSD student assistants and staff and continue to revise training procedures on a semester basis.
- Assist in managing the SCOUT phone line.

**Student support classroom accommodations**

- Develop and maintain collaborative relationships with faculty administrative service departments to ensure efficient provision of notetaking and classroom furniture requests.
- Advocate for students by proactively addressing and resolving classroom accommodation needs, including notetaking and furniture arrangements, in collaboration with faculty.
- Assist in coordination of 200+ volunteer notetakers to ensure the timely delivery of notes
- Develop and maintain an accurate database of notetakers.
- Under supervision of the Director, process and coordinate classroom furniture and equipment accommodations.
- Collaborate with the Assistive Technology Coordinator for special equipment and other classroom accessibility needs.
- Assist in coordinating with Campus Warehouse and Property for service delivery.

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- Keep detailed records of all requests and fulfillment of classroom service requests.
- Provide support in Testing Accommodations in the absence of the Testing Accommodations Coordinator.
- Other duties as assigned.

**SUPERVISOR AND SUPERVISORY RESONSIBILITIES**

- Supervisor: Jennie Johnson, Director
- Responsible for performance evaluations: Jennie Johnson, Director
- Supervises: No supervisory responsibilities over others

**MINIMUM REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**Knowledge of:**

- Knowledge of the basic principles and trends pertaining to the delivery of services to students with disabilities.
- Knowledge of computer office systems and ability to use a broad range of technology, systems, and software packages (Microsoft Office Suite, Google apps, databases).

**Skill/Ability to:**

- Ability to support students individually and in groups.
- Ability to relate skillfully and respectfully to a diverse range of students, including those with varying disabilities, as well as to faculty and staff, fostering an inclusive and supportive environment.
- Ability to organize and plan for efficient handling of work and projects that involve multiple priorities.
- Ability to rapidly learn, interpret, apply and clearly communicate disability-related procedures, policies, information, ideas and instructions to students orally and in written reports
- Ability to apply independent judgment, discretion and initiative to address problems and develop practical, thorough solutions.
- Ability to analyze complex situations accurately and adopt effective course of action.
- Ability to maintain accurate, confidential student files.
- Ability to learn university system software (People Soft-Human Resources).
- Excellent skills in using office software packages, technology, and systems.
- Ability to participate in and contribute to group meetings and clearly express ideas and recommendations.
- Ability to rapidly acquire knowledge of campus organization, regulations, policies and procedures pertaining to the delivery of services to students with disabilities.
- Ability to maintain cooperative and effective working relationships within the SSD office.
- Fundamental writing and presentation skills to effectively communicate standard information.
- Excellent oral and written communication skills.

**EDUCATIONAL AND EXPERIENCE REQUIREMENTS:**

**Experience:**

- Equivalent of one year of experience in professional student services work at the entry trainee level. Equivalent amounts of graduate level job-related education may be substituted for the required experience.

**Education:**

- Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job-related field. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

- This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by CSU Executive Order 1095.

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## Position Description Form

Employee Name: \_\_\_\_\_ Position: Accommodations Technician  
 Department: Services for Students with Disabilities Date Prepared: 11-2024

**WORKING ENVIRONMENT**

- Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

	Number of hours/day						Number of hours/day				
	N/A	1-2	3-4	5-6	7+		N/A	1-2	3-4	5-6	7+
1. Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12. Lifting or carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A. 10 lbs. or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B. 11 to 25 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Bending Over	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C. 26 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D. 51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E. 76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Reaching overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F. Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Crouching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13. Repetitive use of hands/arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14. Repetitive use of legs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Balancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15. Eye/hand coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Pushing or pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
						Yes	No				
16. Driving cars, trucks, forklifts and other equipment						<input type="checkbox"/>	<input checked="" type="checkbox"/>				
17. Being around scientific equipment and machinery						<input type="checkbox"/>	<input checked="" type="checkbox"/>				
18. Walking on uneven ground						<input type="checkbox"/>	<input checked="" type="checkbox"/>				

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Using math/calculations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Working at various tempos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Concentrating amid distractions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Remembering names	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Remembering details	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Working rapidly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Examining/observing details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Discriminating colors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Outside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Humid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. High places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Hot	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Dry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Wet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Change of temp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Dirty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Noisy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Working With others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Working around others	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Working alone	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>