

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DISABLED STUDENT SERVICES TECHNICIAN

BASIC FUNCTION:

Under the direction of the Dean of Student Services, perform a variety of technical duties related to the completion and processing of applications for Disabled Student Services (DSS); assist students in completing forms and provide specialized information concerning eligibility requirements and regulations; maintain data collection system and generate appropriate reports on program activities.

REPRESENTATIVE DUTIES:

Provide assistance and information in person and on the telephone to students regarding services under the DSS program; explain applications, policies, procedures, requirements and restrictions; review completed forms for accuracy and completeness. *E*

Prepare applications and forms; review records for changes in status; request transcripts, records and other information as needed. *E*

Operate a computer terminal to obtain or verify information and records; input a variety of information and data to maintain records and files; operate a variety of other standard office machines and equipment. *E*

Respond to requests for information from District officials, faculty, students and other institutions. *E*

Plan, organize and conduct program orientations and workshops; attend on and off-campus workshops and conferences as assigned. *E*

Train and provide work direction to assigned staff; make recommendations to the Dean regarding staff, program revisions, assignments and promotion of services. *E*

Coordinate communication and activities with other District departments and personnel, educational institutions, governmental and private agencies and the public.

Monitor service contacts and academic progress of students to assure compliance with applicable requirements and guidelines.

Compile information and data and prepare various reports and forms as required; prepare and type forms, correspondence, requisitions and documents.

Establish and maintain a variety of files and records; maintain confidentiality of information and records.

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Perform a variety of clerical duties in support of the program's function; research and compile information as required; schedule appointments for students with program staff.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

State and federal regulations and guidelines concerning program's eligibility.

Technical aspects of field of specialty.

Modern office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

Financial and statistical record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

District operations, policies and objectives.

Applicable sections of the State Education Code and other applicable laws.

Telephone techniques and etiquette.

Operation of a computer terminal and other office equipment.

Basic math.

Interviewing techniques.

ABILITY TO:

Perform technical clerical duties in a DSS office at a community college.

Learn to interpret and explain laws, rules, regulations and policies regarding student disabled programs.

Work effectively with a diversity of students with disabilities.

Operate office equipment including a computer terminal.

Make basic arithmetic computations.

Communicate effectively both orally and in writing.

Work independently with little direction.

Understand and follow oral and written instructions.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Prepare and maintain program statistical records and reports.

Type at an acceptable rate of speed.

Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: completion of two years of college-level course work and two years of increasingly responsible experience in a student services area involving frequent student contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read and assure accuracy of a variety of forms and reports.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching to retrieve and store files.

HAZARDS:

Contact with dissatisfied or abusive individuals.

APPROVED BY THE GOVERNING BOARD ON July 16, 1997