



TITLE	CLASSIFICATION	SALARY GRADE
SUPPORT SERVICES SPECIALIST	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE:		2015/16 Classification Review

**JOB DESCRIPTION:**

Under direction, coordinate academic support services for students with disabilities; ensure students' accessibility to services and necessary equipment; perform administrative duties requiring initiative, independence and confidentiality.

**SCOPE:**

The Support Services Specialist provides information to students, faculty and staff regarding support services; coordinates testing accommodations; determines testing schedule; arranges use of testing facilities; proctors students during exams; ensures integrity of testing environment and materials; applies District and department guidelines and procedures; processes service requests for other mandated accommodations for eligible students with disabilities.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. May serve as a District resource for adapted furniture accommodations; processes service requests for adapted furniture and specialized equipment to facilitate access to buildings or classes throughout the District for students with disabilities; maintains inventory of loaned furniture and equipment.
2. Schedules, administers and proctors academic course exams and placement tests and other exams; maintains integrity of test environment and materials and reports student misconduct.
3. Provides assistive technology and access to course material in preferred alternate media; facilitates access to a variety of assistive technology for students during testing.
4. Interprets and explains District policies and procedures, ADA, Title 5, and Family Educational Rights and Privacy Act of 1974 (FERPA); provides information and responds to questions regarding services to students, staff, faculty and the public.
5. Participates in outreach efforts to provide information to students and community members.
6. May perform intake duties as needed.
7. Hires, supervises, trains and schedules students and short-term, non-continuing employees.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Learn, interpret and apply laws, regulations and policies and procedures; maintain currency in the use of adaptive equipment; perform clerical and administrative work; understand and follow oral and written directions; communicate effectively both orally and in writing; work independently with a minimum of supervision; exercise judgment and discretion regarding service provision to students with disabilities; provide effective customer service; demonstrate sensitivity to, and respect for, a diverse population which includes a student population with medical frailty, psychiatric disorders, physical limitations, acquired brain injuries and learning disabilities; assess high risk behavioral factors in order to de-escalate students' demeanor in a high stress environment; maintain cooperative working relationships.

### **KNOWLEDGE OF:**

Support services and adaptive equipment/furniture required by students with a wide range of disability limitations; Federal, State, and local laws, rules, regulations and resources for persons with disabilities; proper English usage standard office productivity software.

### **MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

#### *Education:*

Associate's degree; Bachelor's degree preferred.

#### *Experience:*

Previous (less than one year of full-time equivalent experience) experience in providing services to students with disabilities. Some (approximately 1-2 years of full-time equivalent experience) experience in an educational or public setting preferred.

### **SPECIAL REQUIREMENTS:**

Must be able to perform physical activities such as, but not limited to, lifting items (up to 50 lbs. unassisted), bending, standing, climbing or walking.