

**TITLE: Disability Intake Facilitator**

**CLASSIFICATION: Classified**

**SALARY GRADE: C07**

**SCOPE OF POSITION:**

Under general supervision, supports the daily operations of the Disability Resources department by performing disability intake services and administrative support duties; serves as first point of contact for students and the public, maintains files, schedules appointments, provides customer service, and provides support for special events and project planning.

**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. Requests medical reports and disability verifications from students. Explains disability verification requirements to providers and maintains confidential student files.
2. Refers students with disabilities to appropriate community and District resources. Communicates with faculty, staff, and clients regarding student needs and emergencies.
3. Interprets and explains District policies and procedures to students, faculty, and staff when requesting information and/or using services. Adheres to the Family Educational Rights and Privacy Act of 1974 (FERPA).
4. Organizes the maintenance, archiving, and purging of student files. Maintains records and assists faculty in locating files.
5. Serves as a point person for departmental maintenance, mailing, shipping, supplies, equipment, and other service requests. Monitors and maintains office supplies inventory. Responds to and directs incoming calls.
6. Provides support for events and special projects and prepares outreach materials.
7. Hires, trains and supervises student employees. Processes employment documentation for student employees.
8. May direct the work of short-term, non-continuing (STNC) employees.

**KNOWLEDGE OF:**

1. Needs, services, equipment, and resources available for individuals with disabilities.
2. Current provisions of Americans with Disabilities Act, Family Educational Rights and Privacy Act of 1974 (FERPA), Health Insurance Portability and Accountability Act (HIPPA), and Title 5.
3. Relevant local, state, and federal rules and regulations.
4. Basic web accessibility tools and document remediation.
5. Applicable technology usage, including standard office productivity software and other appropriate technology.

**TITLE: Disability Intake Facilitator**

**ABILITY TO:**

1. Interpret and apply policies and procedures.
2. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
3. Communicate effectively, both orally and in writing.
4. Exercise appropriate judgement in interactions with others and with work processes.
5. Interact with the public in a helpful, courteous, and professional manner.
6. Demonstrate sensitivity to, and respect for, a diverse population.

**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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

**EDUCATION:**

Associate degree in a closely related field of study required.

**EXPERIENCE:**

1+ year of related experience working in an educational setting required.

**SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*