

SPECIAL SERVICES ASSISTANT

DEFINITION

Performs a variety of specialized clerical and limited student support functions in the Disabled Students Programs and Services office.

TYPICAL DUTIES

- Explains and interprets procedures and eligibility requirements for program services to students, staff, and the public.
- Communicates with students to obtain and impart pertinent information necessary for provision of program services.
- Provides individuals and groups with information related to financial aid, job placement, career, and educational planning.
- Assists students with disabilities in accessing a variety of services by providing support services such as test proctoring, note-taking, reader services, special parking, registration assistance, mobility assistance, etc.
- Refers students to various campus departments and community organizations for further information and assistance regarding specialized programs and services.
- Prepares correspondence concerning specialized programs and services utilizing standard office software applications.
- Reviews and processes various forms, records, and applications by checking them for completeness, accuracy, and compliance with program requirements and verifies data through a variety of sources such as academic records.
- Operates a computer terminal to input and update student data and verify student information.
- Assists in the preparation and submission of mandated reports and documents.
- Maintains the security of files and records containing confidential data on program participants.
- Contacts campus, community, and governmental representatives and organizations to obtain information regarding available resources, to inform agencies of services offered, to encourage participation in specialized services and programs, and to obtain periodic information regarding the progress of individuals participating in the program.
- Schedules appointments for students with counselors and/or other office support staff.
- May proctor placement and interest tests.
- May assist in writing copies of bulletins, brochures, and news releases to publicize various services.
- May maintain an inventory of office supplies and order, receive, stock, and distribute supplies.
- May provide work direction to student employees.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Special Services Assistant** performs a variety of specialized clerical and limited support functions related to the provision of services for students in the Disabled Student Programs and Services office. A working knowledge of the program requirements and procedures is applied in performing the duties of the class.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Student Services Assistant** participates in the development, promotion, operation, and evaluation of student services programs. A thorough knowledge of program requirements, goals, and procedures is continuously applied in performing the duties of the class.

SUPERVISION

Immediate supervision is received from a classified or academic supervisor. Work direction may be exercised over clerical staff and student employees.

CLASS QUALIFICATIONS

Knowledge of:

- Basic working knowledge of psychology
- Business English, punctuation, spelling, and grammatical usage
- Letter, memorandum, and report formats
- Basic requirements of Federal and State laws concerning persons with disabilities
- Recordkeeping procedures
- Capabilities of computer systems, software, and hardware common to student services programs

Ability to:

- Interface effectively with individuals from various educational, socioeconomic, ethnic, and special needs backgrounds
- Understand, interpret, and apply laws, rules, and procedures pertaining to Disabled Student Services and Programs
- Tactfully and accurately impart and secure information pertaining to special services
- Assist students in filling out appropriate forms and applications
- Interface effectively with administrators, employees, and representative of public and private organizations
- Effectively utilize computer equipment in the performance of duties
- Give clear and concise information
- Prepare routine correspondence and reports
- Use proper spelling, punctuation, and grammar
- Keep accurate records and files
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or its equivalent.

Experience:

None is required. One year of full-time paid general clerical experience which included use of computer equipment and public contact is desirable.