

JOB DESCRIPTION



Position Title: Department Assistant Student Services

Department: Student Services

Employment Category: Non-exempt Staff

Primary Location: Sierra Vista Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months

Pay Grade: NE04

Position Summary: The Department Assistant Student Services is responsible for providing administrative support to all of student services, but specifically the departments of Accessibility Services, Compliance, and Student Wellness. Responsibilities include applying administrative knowledge, processing data and records, developing reports and forms, assisting with budget management and providing excellent customer service in a helpful and cheerful manner.

Essential Functions: As defined under the Americans with Disabilities Act (ADA), may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides exceptional customer services for students, employees, and the public; serves as student services department receptionist, responds to calls and emails concerning program offerings; provides materials to prospective students; prepares, receives and distributes letters, and other correspondence; and manages department calendars

Provides administrative support and coordinates travel requisitions and expenditure forms; monitors and tracks departmental budgets; purchases departmental supplies; maintains supply inventory, including Cochise Cupboard related inventory needs; tracks and issues college loaned equipment to students; performs data entry; ensures confidentiality and data integrity; compiles periodic reports, processes contract renewals; creates flyers for departmental events; offers support in the creation and implementation of new initiatives for the department; copying and filing

Assists the Director of Accessibility Services in providing support to students with learning technology software and devices; performs conversion of text to alternate text formats to ensure accommodations are met; manages electronic textbooks; provides training and basic technical assistance on adaptive software and hardware; maintains a working knowledge of current ADA trends and developments in the assistive technology field

Provides support for wellness programs and workshops, including managing and distributing wellness initiative related supplies

Assists in budget projections to meet the needs of students, faculty, staff and the public relating to disability services

Assists the Vice President of Student Services and other department staff with special projects

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from an institution accredited by an institutional accrediting body of higher education recognized by the US Department of Education

Three years related experience

Preference may be given to individuals with direct service experience working with students with disabilities

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of disability law/compliance in a postsecondary environment

Knowledge of disability services

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of assistive technology software or ability to learn

Skill in analyzing and problem solving

Skill in establishing and maintaining effective working relationships with other department staff, faculty, students and the public

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to a team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Work Environment: Work is primarily performed under general supervision in an office or classroom setting with appropriate climate controls. Travel, early morning, evening, and weekend work may be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate, ability to drive.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Vice President for Student Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.