



WESTMONT

Disability Services Assistant (25 hrs/wk; Mon – Fri from 12 – 5 pm; 12 months)

Office of Disability Services

Summary: As one of two Disability Services Assistants, the role supports the day-to-day functioning of the Office of Disability Services (ODS), including, but not limited to, coordinating accommodations such as note-takers, alternative text materials, technology accommodations as well as organizing and proctoring exams. Provides support for students with disabilities as needed.

Requirements: High school diploma or equivalent; with a minimum of two years college experience. Bachelor's Degree preferred. Other requirements include: personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations; two years administrative/office experience; demonstrated skills using various technology tools; some experience using integrated software and databases; ability to learn and adapt to new software as needed; and the ability to communicate effectively both verbally and in writing. Some familiarity with alternative technology and assistive devices for students with disabilities preferred. The ability to maintain a warm and professional manner with a positive customer service mindset is required. The ability to maintain the highest level of integrity and work with sensitive and confidential information is critical. The ability to work well under pressure, independently and on a team is key. Requires knowledge and understanding of disability issues and characteristics or ability to learn. Experience working with college students and knowledge of *Americans with Disability Act* (ADA) and compliance responsibilities highly desirable.

Responsibilities:

- Provides administrative support such as: drafting correspondence/reports; arranges meetings; answers calls; processes confidential documents, mailings & accounting transactions; maintains information retrieval system to ensure timely follow up; produces informational literature, brochures, invitations using desktop publishing; uses discretion and judgment in prioritizing tasks and effectively works with second assistant to ensure smooth office operation. Coordinates travel for director.
- Anticipates, identifies and creatively assists in the resolution of issues requiring immediate response.
- Communicates with students, parents, academic departments and others regarding ODS procedures and policies. Handles complex, confidential interactions with students, parents and faculty. Acts as a resource and provides information. Communicates with students regarding process including forms and documentation and arranging meetings. Communicates with disability providers related to student care.
- Reports emergency alerts and concerns as needed.
- Maintains list of daily tasks completed and reports to supervisor and team.
- Possesses Knowledge of Data Management System, *AIM*, or willingness to learn multi-faceted program to maintain records and accommodation requests. Attends online *AIM* training sessions as needed.
- Proctors exams, sets exam schedules and monitors changes for students, director and staff. Facilitates communication between departments, students, faculty and staff regarding exam accommodations. Assists in the preparation of the testing materials, cubicles, computers, video cameras and all aspects of monitoring exams for ODS. Effectively problem-solves testing issues while maintaining integrity of exam. Trains substitute test proctors, as needed.

- Responsible for peer note-taker accommodations: locate, organize, maintain updated records and oversee note taking volunteers, compliance of accommodation, compensation and monitor outcome of accommodation using survey methods.
- Responsible for alternative text requests and providing accommodation in timely manner. Locates requested texts through various programs such as *Learning Ally*, and *BookShare*. Researches and communicates with publishers for accessible textbook content.
- Maintains departmental web page and initiates new tools for web pages. Updates forms. Edits documents used in links (Adobe PDF creation).
- Maintains a working knowledge of the technology tools/apps used by students and provides accommodations for the student in a timely manner. Maintains equipment loan requests for assistive devices.
- Works closely with IT to maintain updated software and accommodations for students.
- Meets individually with students to teach use of assistive technology aids, reading software and/or how to access accommodations.
- Compiles and organizes statistical information for data collection from AIM data management system. Works with team to create an annual report representing trends, activity and students served.
- Effectively uses technology programs or demonstrate a willingness to learn web design software and work together with team to create software changes.
- Trains and oversees the work of student employees.
- Oversees ordering of supplies, payment and resources for budgeted expenditures. Works promptly with business office providing receipts and correspondence. Track ODS budget, prepares reports for supervisor.
- Cleans spaces in office and cubicles including recycling, shredding documents as needed. Reports and requests office repairs to interdepartmental supports.
- Assists with the department's commitments for fall orientation sessions.
- Sends requested documents/records per request by student alumni for graduate schools/exam accommodations.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical solutions acceptable to all parties; working promptly toward reconciliation during conflict; respecting the diversity of our community in words and deeds. Westmont expects employees to avail themselves wherever necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration.
- Additional hours requested during high demand periods such as during midterms and final exams.
- Other Duties as assigned.

Reports to: Director of Disability Services