

**CLASS SPECIFICATION
DSPS Technical Assistant**

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, performs detailed and responsible administrative support work for Disabled Students' Programs and Services department; prepares, updates, maintains and submits DSPS semester reports as mandated by State and Federal regulations; maintains specialized and confidential student and office files; provides routine assistance and support to students with a variety of disabilities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

DSPS Technical Assistants perform confidential, detailed and responsible office and administrative support functions for the Disabled Students' Programs and Services department, requiring detailed knowledge of District and department rules, policies and procedures and Federal and State regulations and reporting requirements related to areas of responsibility. Incumbents review, track, locate and compile student and other district data and information from a variety of District and student information sources and maintain and consistently update specialized and confidential student and office files. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, understanding and applying information requiring a high attention to detail and accuracy in compilation and coding for data entry. Incumbents also must be able to assist and communicate with students with a variety of disabilities in an effective manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. In compliance with state and Federal laws, regulations and codes and District policies and procedures, prepares technical, detailed and confidential DSPS Semester Reports; accesses, locates, tracks, verifies completeness and accuracy of, organizes, codes and compiles a wide range of specialized and confidential student and District data and information from a variety of sources, including student IEP and other District documents, detailed forms and District databases; designs, develops, updates and maintains related files, records, reports and spreadsheets, often requiring data interpretation and manipulation; researches, locates, requests and updates information that is inaccurate or incomplete; enters District data for final semester reports and, with approval, submits to State electronically.
2. Organizes, maintains, safeguards and updates confidential student and office files, documents and records; creates, maintains and updates filing systems in compliance with Federal and State laws, regulations and codes and District policies and procedures; regularly reviews files for completeness;

identifies, locates, and/or researches reasons for missing forms, reports and information; follows-through until files are complete; determines and takes appropriate actions for retention/archiving of student records and files.

3. Interacts with and provides direct assistance and support to students, District staff, the public and others; according to established procedures, provides routine information regarding District, department and program to students, instructors, other District departments and staff, and/or the public; answers, screens and directs telephone calls and takes messages; as requested, initiates telephone calls to request, provide or verify information; utilizes telecommunications device for the deaf; greets and directs visitors; inquires and responds to questions and complaints from students, instructors, other District staff and the public and/or refers to the appropriate staff member; provides assistance to students in registration process and helps students complete and submit a variety of financial aid and other District paperwork; schedules student/counselor appointments; may screen students to determine eligibility for specific, assigned programs, such as Adapted PE program.
4. Coordinates and schedules testing appointments; supervises and proctors testing in accordance with test accommodation requirements and agreements with faculty; ensures the maintenance of test security and integrity.
5. Performs clerical and administrative duties in support of department operations; photocopies documents and requests duplication services; opens, screens and distributes mail and correspondence; prepares and distributes outgoing mail, including registration and other bulk mailings; types, formats, revises, prints, maintains and distributes correspondence, memoranda, forms, reports, charts, announcements and other documents; types from rough notes, drafts, and brief oral instructions; composes routine memoranda and correspondence.
6. Maintains, monitors inventory of, orders and distributes department supplies and equipment; obtains price quotes and selects products; enters requisitions, tracks purchase orders, obtain signatures and submits to accounting; receives and maintains inventory of supplies and equipment; checks deliveries and distributes items to staff; follows up on payment, shipment and delivery of purchased items; receives, reviews and processes invoices.
7. May provide administrative support to specific departmental programs, such as the Adaptive PE Program; according to District policies and procedures; provides routine program information to prospective students, the public, District faculty and staff and others; registers students and obtains all pertinent information; creates and maintains related student files.

OTHER DUTIES

1. Operates and ensures maintenance and repairs of assigned work areas, facilities or equipment; completes work orders for facility maintenance and repairs, contacts vendors for equipment service; follows-up to satisfactory completion; performs preventive maintenance and provides troubleshooting assistance on standard office equipment to department staff.
2. May provide back-up support to other clerical staff.

QUALIFICATIONS

Knowledge of:

1. Office administrative practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Uses and operations of a computer and database and other standard software to access and enter data accurately and to develop assigned records, reports, spreadsheets and other documents.
5. Basic research techniques, methods and procedures.
6. District administrative policies and procedures applicable to maintenance of public records and confidential filing and record keeping practices and procedures.

Ability to:

1. Operate a computer using database, word processing, spreadsheet and other standard business software.
2. Operate other standard office equipment.
3. Organize, set priorities and exercise sound judgment within areas of responsibility.
4. Interpret, apply and reach sound decisions in accordance with District and department policies and procedures and State and Federal regulations.
5. Organize and maintain complete and extensive confidential student, office and specialized files.
6. Compose routine correspondence from brief instructions.
7. Communicate clearly and effectively, orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, concise and accurate memoranda, documents, records and other written materials.
10. Maintain highly sensitive and confidential information.
11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned individuals.
12. Establish and maintain highly effective working relationships with District management, faculty, staff, students, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and three years of increasingly responsible office administrative or secretarial experience, preferably in an educational setting and/or involved with the provision of services for individuals with a variety of disabilities; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

None.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with District management, faculty, administrators, staff, students, the public and others encountered in the course of work, some of whom may be angry and upset.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.