CLASS SPECIFICATION
Student Support Services Aide

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

GENERAL PURPOSE
Under the direction of an assigned supervisor, perform a variety of support duties, including the administration of student testing accommodations, instructional and instructionally related duties and a variety of clerical support duties in the Disabled Student Programs and Services (DSP&S) area.

DISTINGUISHING CHARACTERISTICS
Student Support Services Aide is an entry level classification that performs routine clerical duties and administration of student testing accommodations in DSP&S. Work assigned to Student Support Services Aides requires basic knowledge of DSP&S and requires some experience working with individuals with disabilities.

Student Support Services Aide is distinguished from DSP&S Technical Assistant in that incumbents in the latter class perform more detailed and responsible administrative support work for DSP&S departments; maintaining specialized and confidential student office files and prepares, updates, maintains and submits DSP&S semester reports as mandated by State and Federal regulations.

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. Greet students and the public, answer questions in person, by phone and email regarding the DSP&S intake process, DSP&S services and procedures, including but not limited to test accommodations for the general placement exam, DSP&S orientation, registration, follow-up, etc.; assist student in completing forms, applications and other materials according to program requirements; present at DSP&S orientation and other workshops and activities/events.

2. Administer and proctor general college assessments and testing for all approved student test accommodations; maintain test records, correspond and interact with faculty regarding the implementation of test accommodations; assist faculty and staff in all aspects of test proctoring, implementing, pick-up and delivery of completed tests.

3. Data input and implementation of DSP&S Request for Services, including the faculty notification process.

4. Maintain various records, files, logs and lists; enter data in computer and file paperwork as required.

5. Assist with online orientation, assessment and orientation, registration and other program/activities; refer students to appropriate departments or divisions.
6. Type correspondence and other documents; assist in the development, updating and distributing programs, handouts, flyers and schedules.

7. Operate a variety of office machines, including microcomputers and peripheral equipment, copier, typewriter, calculator and others; use word processing, spreadsheet, database management and other specialize software as it relates to DSP&S.

8. Serve as a role model to students by providing support and motivation to assist students to succeed in college.

OTHER DUTIES
1. Serves as an in-class aide as necessary.

2. Assist with training of student workers.

3. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Fundamental elements of DSP&S and Student Support Services in a community college setting.

2. Elements of working with individuals with disabilities (preferably adults).

3. Correct English usage, including spelling, grammar and punctuation.

4. Interpersonal skills including tact, patience, courtesy and customer service.

5. Record keeping and filing practices and procedures.

6. General office practices, procedures and equipment.

7. Computer and software operations.

Ability to:

1. Provide information regarding matriculation/assessment processes to students and the public.

2. Perform clerical duties such as filing, duplicating and maintaining records.

3. Work evenings and weekends on both campuses.

4. Use word processing, spreadsheet and data base management computer software effectively.

5. Communicate clearly and effectively orally and in writing.

6. Understand and follow written and oral instructions.

7. Meet schedules and timelines.

8. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult individuals and situations.
9. Establish and maintain effective working relationships with students, faculty, staff and others encountered in the course of work.

10. Demonstrate a sensitivity of persons with diverse socio-economic, cultural, and ethnic backgrounds, including the disabled.

**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 one year of college-level clerical/office experience in an office serving individuals with disabilities (preferably adults); or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**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.