



Job Description

JOB TITLE: DSPS & VETERANS TECHNICIAN

PAY GRADE: CL 19

LAST REVISED: 06/01/07

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under general direction of assigned manager, coordinates and provides accommodations and other services to disabled and veterans' students in accordance with established federal, state and District policies and procedures; oversees the work of student or temporary staff members; provides information and assistance to students and visitors regarding DSPS services; and performs a variety of administrative support functions as required.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides a variety of disabled and veterans' students with reasonable accommodations in compliance with applicable federal, state and District regulations including note taking, interpreters, mobility transport, course supply assistance, assessment and course exam proctoring, alternative text books, assistive technology training, tutor referrals and various other services.
2. Coordinates test facilitation procedures and modifications; provides information to instructors regarding disabled students' rights to reasonable accommodation with regard to testing; proctors examinations, ensuring security of instructor's confidential materials.
3. Coordinates interpreter services, including manual and oral interpreting for hearing-impaired students; coordinates and provides reader services for disabled students in their instructional setting and/or procure textbooks for them on audiotape or computer disk.
4. Schedules and coordinates interpreters for deaf students, including field trips, campus activities, athletic and other events, appointments, meetings, and participation in Community Education Department class offerings; notifies instructors of arrangements to place deaf or hearing impaired students and their interpreter in classrooms.
5. Arranges for scribes, note takers, readers, and aides for a variety of disabled students in classrooms and/or laboratories; compiles and maintains list of note takers, including names, telephone numbers, and times available.
6. Coordinates mobility assistance, including manual and/or motorized transportation to and from District classrooms and/or other site locations; arranges for mobility cart rides, wheelchairs, and off-campus transportation of disabled students.
7. Coordinates services to blind, vision impaired, dyslexic and/or otherwise learning disabled students; arranges with instructors for classroom textbooks and other course materials to be printed with enlarged text and/or taped; arranges to have classroom textbooks, assessment testing, and other materials produced in Braille.
8. Relieves supervisor of administrative details; oversees daily operations of the DSPS Office; collaborates with Enabler/Counselor and other staff members to resolve student problems and

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concerns.

9. Participates in the recruitment and training of student and temporary staff in DSPS operations and services including sensitivity to needs of disabled students, administration of tests, test proctoring, confidentiality requirements, programs, services, and procedures; supervises, assigns, and monitors work performed.
10. Serves as liaison and maintains frequent contact with U.S. Department of Veteran's Affairs (DVA) and California Department of Veteran's Affairs (CDVA) officials regarding individual student veteran enrollment, legal or regulatory interpretations, and other matters; participates in District interpretations of applicable laws and regulations as requested by auditing officials or the DVA.
11. Explores mitigating circumstances which may affect individual student veteran's payment status; coordinates with admissions and records staff to verify periodic activity reports.
12. Administers DVA probation, failing grades or other unsatisfactory progress; notifies affected student veteran of individual status, referring to appropriate counselor for assistance, and providing timely reporting to the DVA each semester.
13. Interviews veterans and their dependents from all District site locations and explain DVA and CDVA benefits, programs, and eligibility requirements, and District policies and procedures; determines student veteran eligibility for programs and services and advises regarding maintaining eligibility status and loan repayment and/or other responsibilities; notifies applicants deemed ineligible for programs or services.
14. Maintains student veteran enrollment records; verifies student veteran participation in programs and processes attendance verifications; verifies enrollment of student veteran against her/his SEP to verify required courses; monitors academic probation and unsatisfactory progress of student veterans; analyzes and resolves problems related to student veteran enrollment verification processes.
15. Performs a variety of administrative support functions including operating standard office equipment, answering phones, opening mail, and composing correspondence and reports.
16. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.

Pertinent federal and state laws, codes and regulations pertaining to educational programs and services for community college students with physical, psychological, and learning disabilities and reasonable accommodations thereof.

DVA and CDVA regulations pertaining to Veterans' educational and other benefits.

Legal aspects of disability compliance for higher education.

Methods and techniques of assisting a variety of disabled students.

Special education needs, assistive devices, and services for the hearing impaired.

Various testing methods and procedures pertinent to disabled students.

Psychology of students with various physical, psychological, and learning disabilities and functional limitations and challenges.

Referral agencies, services, and departments on and off campus.

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Screening and interviewing techniques.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
Interpersonal skills using tact, patience, and courtesy.
English usage, grammar, spelling, punctuation, and vocabulary.
Oral and written communication skills.
Supervisory techniques.

Ability to:

Learn, interpret and apply applicable laws, codes and regulations pertinent to Veterans' educational and other benefits.
Implement reasonable accommodations in educational programs for students with a variety of disabilities in compliance with established federal, state and District laws, codes and regulations.
Maintain sensitivity to students with special needs and assist with establishing academic goals.
Maintain confidential and sensitive student information.
Develop and maintain cooperative working relationships with those contacted in the course of work.
Understand, apply, and ensure compliance with pertinent laws, regulations, and ordinances.
Orient students, staff, and public to resources and services related to area of assignment.
Organize workload and establish priorities.
Analyze problems, evaluate alternatives, and make sound recommendations.
Serve as program liaison between students, instructors, and staff.
Train and provide work direction to others.
Plan and organize work to meet schedules and changing deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work effectively with minimal supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to completion of the twelfth grade supplemented by college level course work in business administration or a related field.

Experience:

Two years of increasingly responsible student program support experience preferably in disabled student services involving frequent student contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.



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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.