

**JOB TITLE:** Student Accessibility Services Specialist  
**PAY GRADE:** CL 19  
**LAST REVISED:** July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

### **SUMMARY DESCRIPTION**

Under general direction from assigned manager, performs technical and specialized duties in support of Student Accessibility Services (SAS); coordinates and provides SAS accommodations, test proctoring, and other services to students; provides information and assistance to students, District staff, and the public regarding services and resources, including, but not limited to, SAS testing accommodations and support; and performs program support and administrative duties.

### **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 students with accessibility needs with reasonable accommodations in compliance with applicable federal, state and District regulations including, but not limited to, note taking, interpreters, mobility transport, course supply assistance, assessment and exam proctoring, alternative textbooks, assistive technology training, and tutor referrals; ensures students' rights and confidential medical information or accommodations are in accordance with established federal, state, and District regulations, policies, and procedures; notifies faculty of arrangements to place students and aides in their classes, including interpreters, note takers, scribes, and readers; arranges for accommodations for student participation in curricular or co-curricular activities, including field trips, plays, graduation ceremonies, and Community Education offerings.
2. Serves as a first point-of-contact for students in crisis; neutralizes critical incidents and guides students to appropriate resources and support services.
3. Coordinates with Financial Aid staff to process first year free notation on SAS student records; understands the provisions of the program as set by the District.
4. Determines program eligibility and prepares needs analysis, as needed; reviews, processes, and assists students with program applications; registers students for programs; uses case management strategies to monitor, track progress, and provide support to students ensuring they maintain program eligibility and reach educational goals.
5. Coordinates interpreter services, including, but not limited to, manual and oral interpreting for the hearing-impaired students during instructional and campus activities; coordinates and provides reader services for students or procures electronic or audio textbook; coordinates real-time captioning services for hearing-impaired students.
6. Coordinates, hires, and trains scribes, note takers, readers, and aides for student accommodations; compiles and maintains a list of current accommodation service providers, including availability and specialty.
7. Coordinates mobility assistance, including through means of organizing and providing department motorized carts for students to navigate campus terrain.

8. Coordinates assistance for students with providing readers, note takers, and aides during instructional and campus activities.
9. Documents and verifies all SAS services provided to students for audit purposes; gathers, compiles, and analyzes data to identify SAS statistics; provides information for priority registration of eligible SAS students.
10. Provides information and assistance to students, District staff, and the public regarding student services, including SAS testing and support; provides information about District and Title 5 policies and procedures; assists students with navigation of online college resources; assists students with registration and admissions processes.
11. Performs administrative duties in support of department and program operations; functions coordinates the daily activities of the SAS office; participates in planning, organizing, and coordinating assigned program activities and student services; assists in the development and implementation of department procedures; collaborates with District staff members to resolve student crises, problems, and concerns; manages assigned calendars, schedules, and appointments; establishes and maintains a variety of filing systems, including, but not limited to, electronic, cloud-based, hard copy, and confidential files; establishes and maintains files for information, records, and reports; composes and prepares correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and information; develops promotional and informational materials for distribution; maintains inventory of office and department supplies, resources, and collateral; arranges for equipment repair or service, as needed.
12. Acts as an advocate and liaison for SAS students to ensure students receive appropriate accommodations as they navigate District services; assists counselors and District staff in advocating for SAS students with local agencies and campus community.
13. Participates in the development and implementation of appropriate methods and procedures to optimize efficient and effective delivery of SAS services to potential and enrolled students; assists with services to increase access, student retention, and success.
14. Reviews, updates, and reconciles counselor schedules; audits counselor hours for accuracy.
15. Assists and participates in outreach events and related activities.
16. Serves as a point of contact for students, District staff, and the public regarding department services and technology resources; provides technical information and assistance regarding area of assignment; explains program applications, policies, procedures, requirements, and restrictions; assesses students' current knowledge, understanding, and experience to determine next steps and recommend applicable resources; assists students and provides technical assistance in the use of programs and resources; refers students to counselors, other student services, and resources, as needed; answers phones and refers callers to appropriate manager or colleague, as needed.
17. Verifies and reviews materials, applications, records, files, and reports for completeness, and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, files, and reports; collects and processes appropriate information.
18. Prepares, generates, and verifies data accuracy and completeness of standard, non-standard, periodic, or federal and state mandated reporting.
19. Establishes and maintains records, files, and record keeping systems, including confidential and sensitive information; collects, compiles, records, and verifies narrative, statistical, and financial data, and other information; researches and verifies information, as requested.
20. Coordinates communications and activities with other District departments and personnel, educational institutions, governmental, private agencies, and the public.
21. Coordinates, schedules, creates, and conducts department activities, including, but not limited to, orientations, workshops, presentations, tours, meetings, and other activities; arranges and confirms speakers, community or educational partners and resources, including, but not limited to, college or university representatives; reserves facilities and makes other necessary arrangements.
22. Provides support and serves as a back-up to colleagues and other staff within department, as needed.
23. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
24. Performs related duties that support the overall objective of the position.

**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, programs, and activities of Sierra College and the Student Accessibility Services (SAS) department.
- Sierra College and operations of SAS and other student service departments.
- Methods and techniques of assisting students with special needs and accommodations, including testing procedures and proctoring.
- Special education needs, assistive devices, and services for the hearing impaired.
- Psychology of students with physical, psychological, and learning and functional limitations and challenges.
- External and public agencies, services, and resources.
- Federal, state, and local laws, codes, and regulations regarding support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Principles and techniques used in public relations.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Clerical accounting and bookkeeping principles may be required for some assignments.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

**Ability to:**

- Provide specialized assistance, training, and information to students, District staff, and the public concerning student accessibility services, functions, and resources.
- Maintain sensitivity and implement reasonable accommodations to students with special needs and assist with establishing academic goals.
- Serve as program liaison between students and District staff.
- Proctor and administer tests and exams for SAS students according to instructor guidelines.
- Enforce testing center policies and procedures and maintain a secure environment for test proctoring.
- Coordinate and conduct workshops, seminars, special events, presentations, orientations, and tours.
- Research, compile, analyze, and interpret data.
- Prepare administrative and financial records.
- Screen, interview, and assess needs of students and clients.
- Maintain current, accurate, and confidential records and file.
- Properly handle difficult, sensitive, and confidential situations and materials.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Enterprise Resource Planning (ERP) system and those used in the accessibility field.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.

- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

**EDUCATION AND EXPERIENCE GUIDELINES**

*Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:*

**Education/Training**

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work.

**Experience**

- Two years of increasingly responsible clerical and program support experience involving frequent customer contact.

**License/Certificate** - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License may be required.

**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. Position may be required to work evenings, nights, and weekends. Position may require occasional travel to other locations.

**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.

Board Approved: July 15, 2025