POSITION SUMMARY

This position will support Disability Services in the Student Success Department by performing task oriented duties while providing clerical, analytical, administrative, and/or operational support. Duties to include providing the following services to disabled students: guided tours, setting up appointments with counselors; assisting with taking notes or dictation in classroom and testing environments; setting up learning environment areas; and providing limited technology support to end users. Will also assist the department in event preparation and support along with general office duties. Required to provide high level information. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Pick up and deliver mail
6. Scanning and/or shredding
7. Provide general information related to the department
8. Provide handouts and/or forms to customers
9. Maintain inventory
10. Set up learning environment (such as labs, classrooms, etc.)
11. Event preparation and support
12. Prepare reports
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. Tutor, ability to take lecture notes, act as scribe, and proof read
17. Maintain existing library by cataloguing new scores by focal forces, alpha, and title
18. Guided tours
19. Interpret regulations and policies

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience
KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing