

JOB TITLE: Student Services Specialist – Advising and Counseling

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Director, Advising and Counseling

FLSA: Non-Exempt

LEVEL: 104

DATE: 10/18/19; 1/28/19, 9/18/18, 07/01/11

POSITION SUMMARY: Provide testing accommodations for students with disabilities; and perform a variety of departmental support to assist the Advising and Counseling Department.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of an Associate's degree and one year experience.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Provide testing accommodations for students with disabilities including reading and scribing, with utmost integrity.
- Provide testing information and schedule appointments for disability services requests.
- Maintain a comfortable, quiet and secure testing environment.
- Maintain communication with instructors of access students to coordinate exam details and direction.
- Report incidents of academic dishonesty to the appropriate instructor, VP of Student Development and Director of Advising and Counseling.
- Work closely with Access Services Learning Center Specialist to prepare assistive technology/adaptable tools for student learning.
- Obtain necessary certifications to administer exams, e.g. HiSet, Accuplacer, etc.
- Adjustment of hours involving coming in early/staying late will be required occasionally with short notice.
- Organize and maintain confidential data and electronic filing system as required for access population.
- Assist with the Access Services Advisory Council meetings; prepare and distribute minutes.
- Serve as the main HiSet Accommodations testing contact, coordinate test dates, process all paperwork prior to and after test.
- Serve as a back-up for adaptive lab services which includes scanning texts, formatting to audio or CD version, and ensuring students obtain the resources they need.
- Work with departmental resources for documentation of the 180-day report.
- Assist in the implementation of departmental communication with students using phone and electronic formats.
- Update the department website pages and communicate with the webmaster as needed.
- Monitor department budget if directed; order supplies
- Assist in the coordination and execution of open registration events on main and satellite campuses.
- Prepare and maintain specialized reports using Informer and Datatel for the Advising department e.g. RGER report, Advisor Assignments/Caseloads, etc.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of disability accommodations. Knowledge of general office procedures and office filing systems. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to organize and coordinate functions and tasks, with frequent interruptions. Ability to read English in order to proofread and perform minor grammatical and spelling edits. Ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public. Ability to assemble information and make written reports and documents in a concise, clear and effective manner. Knowledge of computer assisted instruction, word processing, and related computer application software. Well-developed spelling, grammar, and proofreading skills. Ability to establish and maintain positive working relationship with other employees. Ability to handle confidential material judiciously.

LEADERSHIP and COMMUNICATION SKILLS:

Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

DECISION-MAKING and ANALYTICAL SKILLS:

Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to use independent judgment and discretion; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Ellucian, ImageNow, etc.; use of technical computer applications, e.g. FAFSA; use office machines such as telephones, fax machines, copiers; effective keyboarding skills. Victor Reader, Zoom Text, Dragon, Books on Tape, Ipod, Scan text to audio.

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.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

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 lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

POSITIONS SUPERVISED: None

SIGNATURE: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*

