

Federal Work Study Job Description Form

Job Title: Work-Study Student, Office of Disability Services

Desired No. of Hires: 1

Department or Organization: STCC - Office of Disability Services

Overview

The Office of Disability Services provides support to students with documented disabilities. ODS is made up of disability counselors as well as an assistive technology specialist. Students registered with ODS receive academic and disability-related support, as well as assistive technology training.

Address: Bldg. 19, Room 141

Supervisor: Lorri Comeau

Office: ODS – Bldg. 19, Room 141

Phone: 413-755- 4513

Email: lcomeau2401@stcc.edu

Designee: Peter Goodreau

Office: ODS – Bldg. 19, Room 141

Phone: 413-755-5388

Email: pjgoodreau2201@stcc.edu

General Job Description:

The student worker will assist in the daily functioning, training, and support provided by ODS. The student worker will engage with all prospective and current students with professionalism, ensure confidentiality and discretion with all personal and disability-related information. The student worker should be comfortable with interpersonal communication and have a strong foundation of technical skills. The student worker will complete tasks related to the front desk, counselor support, the assistive technology lab and clerical support for ODS. Tasks include but are not limited to:

Front Desk:

- Answer the phone and return inquiry calls
- Manage front-desk traffic, including greeting visitors and student tour groups
- Direct/escort visitors to the appropriate offices if they are seeking a service other than disability services
- Capture visitor information if they are a prospective or current ODS student wanting to make an appointment with a counselor
- Collect dropped off documentation and leave for ODS Clerk

Counselor Support:

- Conduct reminder calls to students for their upcoming appointments
- Escort students to another office, if counselor is making a referral and unable to take the student themselves
- Alert counselors when their student appointments have arrived

Assistive Technology Center:

- Scanning written materials (textbooks, handouts etc.) that need to be converted in e-text/format
- Provide weekly one-on-one appointments for students to come in and receive assistance in navigating and using Blackboard
- Provide one-on-one training for assistive technology products or software (e.g., Kurzweil, Text-to-Speech, Speech-to-Text, LiveScribe Pens etc.) when Assistive Technology Specialist is unavailable or during high demand times of the semester

Opportunities for Advancement:

- The employee will acquire excellent public service skills.
- They will learn office processes and procedures.
- The employee will become familiar with assistive technology products and software.
- The employee will become familiar with FERPA and ADA laws and learn the importance of good communication and confidentiality.

Responsibility Involved:

- The employee will not be responsible for supervising others but will provide assistance to students and members of the general public about the services and programs offered by ODS.
- The employee will be expected to maintain confidentiality of all communications, documents and activities involving students seeking accommodations and services from ODS.

Skills and/or previous experience desired:

- Experience in customer service positions.
- Strong proven computer skills.
- Good multi-tasking, scheduling, telephone skills, and meeting planning.
- Organized, self-motivated and dependable.
- Must be a team player.

Amount of supervision required: ☒ Regular ☐ Occasional ☐ Minimal

Hours desired to cover (evening, weekend, etc.):

TBD as soon as new LDS is hired (12 hours per week depending on student's academic schedule)

How to Apply: Contact supervisor/designee listed above.