

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 up of disability counselors as well as an assistive technology specialist and is overseen by the College's Director of Compliance. Students registered with ODS receive academic, vocational, and disability-related counseling, as well as assistive technology training and ongoing support.

Address (Off campus only): Bldg. 19, Room 141

Supervisor: Dr. Kathryn (K.C.) Senie

Designee:

Office: Bldg. 19, Room 153

Office:

Phone: (413) 755-5642

Phone:

Email: kcsenie@stcc.edu

Email:

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, and 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 with technology. The student worker will complete tasks related to the front desk, counselor support, the assistive technology lab and clerical support for the ODS and Director of Compliance (when the ODS Clerk is absent or unavailable). Tasks include but are not limited to:

Detailed List of Duties:

Front Desk (when clerk is absent or unavailable):

- Answer the phone and return inquiry calls
- Greet visitors and student tour groups
- Direct 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

Assistive Technology Center:

- Scanning written materials (textbooks, handouts etc.) that need to be converted in e-text/format
- Update and keep current the library of scanned materials to be used for future semesters
- Provide once a month group training on accessible features of different programs (Word, Excel, PowerPoint Blackboard)
- 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: *List those duties an employee can expect to learn in terms of job growth, if rehired.*

- 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.
- They will become adept at one on one and group training for students using accessibility features in computer programs and platforms.
- They will help students be accountable for their time and responsibilities.
- The employee will become familiar with FERPA and ADA laws and learn the importance of good communication and confidentiality.

Responsibility Involved: *Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.*

- The employee will not be responsible for directing others but in providing assistance to students and members of the general public about the services and programs offered by the ODS.

- The employee will be expected to maintain confidentiality of all communications, documents and activities involving students seeking accommodations and services from the 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

Student employees are not permitted to work without any supervision.

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

Mon. Tues. Thurs. 10:00 am – 2:00 pm (12 hours per week depending on student’s academic schedule)

How to Apply: Contact supervisor/designee listed above.