Job Description

PimaCommunityCollege

Position Title: ADR Support Specialist

Job Group: Administrative Support   Job Level Group: Support & Service - Senior

FLSA Status: Non-Exempt

Position Summary:

Access and Disability Resources (ADR) Support Specialist provides essential support to Access and Disability Resources Department. The ADR Support Specialist maintains specialized knowledge of Information Technology (IT) and Access Technology (AT) to provide assistance and direction to stakeholders. The ADR Assistant provide first-contact disability assistance and compliance information.

The ADR Support Specialist guides students and others to navigate the ADR application process from initial interest through completion and submission of the application while maintaining strict confidentiality of student disability records and information. Provides support and communication with local high schools, community agencies, students, and other stakeholders.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides administrative support to college staff by answering, screening, and directing phone calls; reviewing and responding to emails; preparing and proofing reports, letters, spreadsheets, personnel-related paperwork, and requisitions; coordinating meetings, preparing agendas and taking/distributing notes.

2. Keeps current with all policies and procedures, and processes for College systems and serves as a clearinghouse for inquiries and support to these systems, making referrals to appropriate areas. Function as a liaison between students, faculty, staff, and the general public.

3. Interacts with students with a wide range of disabilities, parents, administration, faculty, staff, vendors, and the general public. Serves as the first point of contact to answer questions concerning processes and procedures and addresses ADR issues and concerns while providing high-quality customer service to all stakeholders.

4. Navigates students through the Pima platforms, including MyPima, the Pima website, and ADR Online; guides students in successfully using platforms. Trains and assists students in navigating the student portal and online student services processes

5. Utilizes the College's CRM systems such as Banner, RegisterBlast, Student Academic Profile, Pima Connect, Student Checklist, FAMIS 360, AIM (internal ADR database), and departmental spreadsheets to track prospective and current students from inquiry to application and maximize customer services.

6. Tracks and monitors specific accommodation requests, as requested by Program Specialists; assists with implementing accommodations.

7. Responds to complex and urgent requests for information from staff, faculty, students, and the community. Takes initiative, responds to changing priorities, and facilitates resolution of issues.

8. Communicates and connects students with ADR Program Specialists, Access Technology specialists, and others in support of the ADR interactive process for accommodations and services at the College.

9. Trains students, staff, and faculty on Access Technologies such as text-to-speech software (Read and Write, Natural Reader), speech-to-text applications (voice typing), and smartpens (Livescribe) to ensure disabled students have full access to all course materials.

10. Develops training materials specific to Disability Access Technology, including software and hardware components; troubleshoots Access Technology issues, often in time-sensitive situations; offers solutions to Access Technology issues; documents training, and solutions; and updates ADR staff and others regarding the training status.

11. Develops and implements staff training, including new departmental processes, new hire orientations, new hire/change of location/retirement paperwork, facilities and IT access requests, annual training, and site location requirements.

12. Remediates inaccessible documents for use with Access Technology; prepares and distributes remediated documents. Creates, edits, and revises video captions to ensure they are accurate, grammatically correct, and synchronized with the audio track for access with video editing software and SRT (SubRip Subtitle) files.

13. Manages assigned files in various formats, including digital and physical, and groups, including records management and communication tools. Ensures that documents are appropriately organized and processed to meet accessibility and confidentiality guidelines consistent with PCC records retention policies.

14. Participates in various outreach activities to provide information about ADR and increase college-wide enrollment. Coordinates projects with administrative leadership, supervisor, and related groups regarding confidential records and upcoming projects.

15. Coordinates and arranges coverage and supports operational planning. Provides feedback to administrators and other supervisors as requested.

16. Troubleshoots, advises and supports academic and departmental staff to implement, update and resolve technical problems, including submitting and following up on IT tickets, FAMIS requests, purchasing, payroll, research requests, and similar items.

17. Orders and maintains materials and supplies.

18. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices

2. Knowledge of administrative procedures and practices

3. Knowledge of internal and external customer service principles and practices

4. Knowledge and application of organizational and time management principles

5. Skill in effective communication (both written and oral)

6. Skill in performing a variety of duties, often changing from one task to another of a different nature

7. Skill in independent decision making

8. Skill in positive, productive and flexible customer service

9. Skill in problem solving

10. Skill in current and applicable hardware, software, and peripheral equipment

11. Ability to adapt and maintain professional composure in emergent and crisis situations

12. Ability to apply effective and accurate data entry and typing skills

13. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- · High school diploma or GED required.

- · Associates Degree/Vocational or technical training in office management preferred.

- · Three (3) to Five (5) years of related experience providing technology general office support required.

- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's