

# Job Description

Position Title: Coordinator, Access and Disability Resources (ADR) Note Takers and Access Assistants

Job Group: Administrative Support

Job Level Group: Support & Service - Senior

FLSA Status: Exempt

Salary Grade: 04

## Position Summary:

The ADR Note Takers and Access Assistants Coordinator manages and coordinates administrative tasks relating to Access and Disability Resources. This position schedules processes, generates reports, requisitions, and ePARs, and updates and manages department files and records. The Coordinator also manages and supervises temporary staff at various College locations and assists with recruitment of student-participants for note-taking services and tracks payment information and distribution.

## 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. Assists with hiring, training, scheduling, and assessing ADR Access Assistants and Notetakers associated with approved ADA/Section 504 accommodations across Academic domains.
2. Coordinates staffing across all Pima Community College Campus locations, Academic departments, ensuring adequate staff coverage for all sites. Supervises part-time temporary staff to include prioritizing and assigning work; ensuring staff members are hired and trained.
3. Tracks accommodation requests; reviews and ensures compliance in accordance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, Section 504, and College regulations and policies.
4. Maintains contact with teams to ensure student needs are met, monitoring effective supports using multiple assessment tools, coaching/training as needed to ensure effective accommodation support across domains.
5. Consistently collaborates with ADR Program Specialists, College Staff, and Faculty to ensure equitable student access is met across classroom settings.
6. Coordinates training for staff including new departmental processes, new hire orientations, new hire/change of location/retirement paperwork, facilities and Information Technology access requests, new hire, and annual training, and site location requirements. Functions as a liaison between students, faculty, staff.
7. Evaluates requests for information and support from College Staff, Faculty, Students, and the Community. Collaborates with Students, Faculty, Staff, and the general public to answer questions concerning processes and procedures, including confidential issues or concerns.
8. Resolves potential accommodation, schedule, or staffing changes, concerns, and responses. Responds to changing priorities and facilitates resolution of issues as warranted.
9. Researches, compiles, and analyzes data; prepares and reviews related reports and correspondence.

10. Maintains, updates, and protects confidential files and records for students and staff.
11. Monitors, submits, and tracks student notetaker payments. Initiates, monitors, and approves temp-hourly position pay and submits associated ePARs and all documents.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of administrative procedures and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to apply effective and accurate data entry and typing skills
8. Ability to develop and maintain effective and positive working relationships

### **Supervision:**

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. May have responsibility for making decisions on hiring, termination and pay adjustments.

### **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 and/or advanced certification in administrative support or related area preferred.
- Three (3) to Three (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 remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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:

- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's License