DISABLED STUDENTS PROGRAMS AND SERVICES (DSP&S) CLERK

DEFINITION

Under general supervision, performs responsible clerical and record keeping work for the Disabled Students Programs and Services Center.

TYPICAL DUTIES

Serves as an initial source of information and assistance to persons contacting the DSP&S Center; answers student questions on programming, prerequisites, graduation requirements or refers to appropriate professional staff member; and provides information about college schedules, procedures, and policies. Answers telephone, responds to requests, delivers messages, and runs errands; sends, receives and distributes mail; compiles, copies, sorts, and files records of office activities, business transactions, and other activities; computes, records, and proofreads data and other information; orders materials, supplies, and services, and completes records and reports; maintains tape recorders/inventory report; transcribes dictation and composes and types letters; and operates office machines, such as copier, fax machine, shredder, telephone, and personal computer. Prepares and monitors daily schedules for counselors; sets up student appointments on continuing basis; assigns rooms for adjunct counselors; prepares and maintains student folders; and proctors tests. Oversees student aides; interviews, hires, and trains front counter assistant staff; prepares monthly budget report for Front Counter staff; prepares/calculates monthly Student Aide and Classified Temp timesheets; and prepares monthly reports for district and external agencies. Creates semester State Report of DSP&S enrollment/disability status, Rehab contacts, and coding; assists with priority registration for DSP&S; performs clerical duties for entire DSP&S counseling staff; establishes liaison between Maintenance Department and DSP&S; and is responsible for coordination and hosting of annual DSP&S Regional Meeting and related activities; trains Classified Temporaries on office functions; and performs related duties as required.

QUALIFICATIONS

EXPERIENCE

One year of general clerical experience; OR, six months of experience in Los Rios CCD performing clerical duties at the level of Clerk I.

NOTE: One year of successful college work in business and clerical education may be substituted for required experience.

KNOWLEDGE OF

Knowledge of methods of assisting and informing students; and the special needs of disabled students. Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, receptionist and telephone techniques, forms design principles, and other office procedures and terminology. Knowledge of principles and processes for providing customer and personal services for students including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, grammar; and letter and report writing.
**SKILL IN**
Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; finding ways to structure or classify multiple pieces of information; and in listening to what other people are saying and asking questions as appropriate.

**ABILITY TO (ESSENTIAL FUNCTIONS)**
The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and good judgment; work as a member of a team; and to meet schedules and time lines. The ability to maintain confidentiality of information and sensitive materials; understand and carry out oral and written directions; and read and write at the level required for successful job performance. The ability to follow directions; learn, interpret and apply specific rules and policies with good judgment; perform clerical work; operate modern office equipment; and prepare routine correspondence independently. The ability to assist students with individual questions or concerns in an open, friendly and poised manner; and relate to disabled students on a humanistic level.

**TYPICAL EQUIPMENT USED** (May include, but not limited to)
Copier, fax machine, shredder, TTY, calculator, printer, telephone, typewriter, and personal computer.