

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Support Services Specialist Aide

BASIC FUNCTION: Under the supervision of the area District Dean, performs a variety of clerical duties ranging from receptionist to accommodations and provides or coordinates the assessment services and accommodations to students such as scribing, note taking, test proctoring, etc.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable.

REPRESENTATIVE DUTIES:

1. Performs a variety of clerical work related to the function to which assigned.
2. Answers phones; greets students, faculty, staff, and the public, giving information where judgment and knowledge of written policies, procedures, and regulations are necessary.
3. Using the SARS system, schedules appointments for counselors, DSP&S specialist, and high-tech center specialist; may schedule classroom examinations.
4. Provides accommodations to students, which may include, test proctoring, scribing, and note taking.
5. Scans DSP&S student records using the Blue Bird System.
6. Creates and maintains files for students.
7. Assists in priority registration.
8. Operates office equipment, including computer, printer, fax, copy machine, Telecommunication Devices (TDD) for the hearing impaired, and a variety of adaptive equipment.
9. Participates in District-provided in-service training programs.
10. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
11. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: One year of varied general clerical experience is required. Experience working with individuals with disabilities is preferred.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Modern office methods, procedures, and equipment.

ABILITY TO: Perform a variety of clerical duties, including indexing and filing; multi-task; interact effectively with the public; maintain judgment and knowledge of procedures for providing accommodations; establish and maintain effective working relationships with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, students, faculty, staff, and the general public.

09-01-09

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.