

Class No.:	
Original Date:	January 2023 March 2023
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Pay Group:	14

CLASS SPECIFICATION

ACCESSIBILITY SERVICES SUPPORT ASSISTANT

NATURE AND SCOPE OF WORK

This is administrative, reception and testing invigilation work to support Accessibility Services. This position is primarily responsible for performing a variety of reception duties, arranging student appointments, creating, and organizing department records and providing customer service to students, the university community, and the public. While the role focuses primarily on Accessibility Services, it also provides parallel support as needed for Counselling Services and Learning Support (in coordination with staff roles in those service areas).

The incumbent is also responsible for testing invigilation while providing support to students with their use of assistive technology and software. Team coordination, communication, and adherence to confidentiality are required.

The incumbent receives direction from the Accessibility Services Coordinator, as well as guidance from the Divisional Department Assistant and the Accessible Technology and Exam Facilitator and reports to the Associate Vice-President, Student Success.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Manages enquiries, provides information on registering for Accessibility Services, arranges testing invigilation and makes referrals to the appropriate program, service, faculty, or staff.
- Organizes, updates, and maintains computerized departmental records, including databases and spreadsheets.
- Assists with arranging testing and required accommodations for students with disabilities by communicating with instructors and students.
- Assists with testing invigilation including those in the evening and on the occasional weekend.

- Supports students in their use of assistive technology and software in a test environment.
- Monitors e-mail boxes for Accessibility services.
- Facilitates communication between Accessibility Services and the University.
- Provides support to faculty, staff, and students in the use of computers and software applications, phones, and other office equipment.
- Performs other duties related to the qualifications and requirements of the position and assigned by the Accessibility Services Coordinator and staff.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of other Student Life Services, e.g., Academic Advising, Student Affairs, Counselling, Learning Support, and other Academic Support Services.
- Thorough knowledge of the University policies and procedures governing the area.
- Strong ability to deliver service, maintain confidentiality, apply informed consent expectations, and handle sensitive issues and situations with tact and diplomacy.
- Strong ability to work with students with disabilities with a high degree of comfort and patience.
- Strong ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Strong ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Strong interpersonal and teamwork skills. Ability to establish and maintain effective working relationships and provide customer service to a diverse group of employees, prospective and current students, shared service partners and the public in a fast paced, high-volume area.
- Considerable knowledge of office productivity software (i.e.: Microsoft Office suite of products).
- Ability to learn software applications and apply technical knowledge.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment.

- Ability to maintain attention to detail with constant interruption and adapt to changing situations.
- Ability to work evenings and the occasional weekend.

REQUIRED TRAINING AND EXPERIENCE

- Completion of one year (approximately 30 credits) of post-secondary education in a social services or related field.
- One year experience working with people with disabilities, preferably at the secondary or post- secondary level, including experience with Assistive Technology.
- Preference for reception work experience.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None