



Position: Office Assistant

Department: Student Accessibility and Accommodations

Employment type: Part-time, 20 hours or less

Overview: This Federal Work-Study position is focused on providing excellent customer service to students with accommodations in the Testing Center. The role involves supporting students using assistive technology, managing front desk tasks, scheduling exams, and ensuring adherence to Testing Center protocols. The position requires professional behavior, effective communication, and the ability to troubleshoot and resolve testing issues efficiently.

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Proactively develop skills and knowledge relevant to career growth and service excellence.
- **Tasks:**
 - Assist students with approved accommodations for testing, advocating for their needs.
 - Reflect on personal strengths and identify areas for growth during the work-study period.
 - Seek and embrace development opportunities related to student accessibility and testing support.

Communication:

- **Skills:** Exchange information clearly and effectively, considering diverse communication needs.

- **Tasks:**
 - Vocalize the reasons behind the need for varied communication methods and explore new ways of conveying information.
 - Provide empathetic and timely customer service to students, addressing their concerns effectively.
 - Promptly seek guidance from Student Accessibility, Testing Center staff, and professors to resolve time-sensitive issues.

Critical Thinking:

- **Skills:** Anticipate needs and make informed decisions based on situational understanding.
- **Tasks:**
 - Monitor documents and schedules to predict high-volume periods and prepare accordingly.
 - Manage multiple tasks in a fast-paced environment, balancing assistance and communication.
 - Solve problems and make decisions using inclusive reasoning and sound judgment.

Equity and Inclusion:

- **Skills:** Promote inclusive practices and adapt to diverse needs and environments.
- **Tasks:**
 - Ensure that testing center processes are accessible and equitable for all students.
 - Adapt to different tasks and office locations as needed to support diverse student needs.

Leadership:

- **Skills:** Model confidence and positive behavior while leveraging feedback to improve services.
- **Tasks:**
 - Approach tasks with confidence and serve as a role model for professional behavior.
 - Seek feedback from students, staff, and faculty to enhance the effectiveness of testing center services.

Professionalism:

- **Skills:** Demonstrate integrity, dependability, and attention to detail in a professional setting.
- **Tasks:**
 - Learn about equal access and inclusion, and how your role supports these efforts in academic services.
 - Maintain a reliable work schedule and request assistance for coverage as needed.
 - Follow procedures meticulously to ensure accurate tracking and support for student testing needs.

Teamwork:

- **Skills:** Collaborate effectively with colleagues and manage conflicts with respect and resilience.
- **Tasks:**
 - Listen carefully to colleagues and students, asking appropriate questions to understand needs.
 - Build positive working relationships with the supervisor and team members.
 - Handle conflicts and diverse personalities respectfully, managing ambiguity with resilience.

Technology:

- **Skills:** Utilize technology effectively to enhance efficiency and support student needs.
- **Tasks:**
 - Learn and adapt to the technology used in the Testing Center and Student Accessibility Office.
 - Use standard computer software, scheduling systems, and assistive technologies to support student testing and access needs.

Additional Responsibilities:

- Support the Testing Center's day-to-day operations, including greeting students and managing front desk tasks.
- Assist in training and troubleshooting assistive technology as needed.

Required Qualifications:

- Strong customer service skills with a focus on empathy and problem-solving.
- Ability to handle multiple tasks and manage a front desk efficiently.
- Attention to detail and a commitment to following protocols and procedures.

Additional Considerations:

- Experience working in a customer service or administrative role.
- Familiarity with assistive technologies and accessibility issues.

By fulfilling these responsibilities, you will contribute to a supportive and accessible testing environment, ensuring that students with accommodations receive the assistance they need while maintaining a high standard of professionalism and efficiency.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu