

Program Representative, Test Taking Accommodations
and Services (4723C), Disabled Students Program -
70026

University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=237218>

Downloaded On: Jun. 29, 2024 5:12pm

Posted Jun. 7, 2024, set to expire Jun. 30, 2024.

Job Title Program Representative, Test Taking
Accommodations and Services (4723C), Disabled
Students Program - 70026

Department

Institution University of California, Berkeley
Berkeley, California

Date Posted Jun. 7, 2024

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

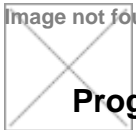
Academic Field(s) Student Services

Apply Online Here <https://apptrkr.com/5311135>

Apply By Email

Job Description

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**Program Representative, Test Taking Accommodations and Services (4723C), Disabled
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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Disabled Students' Program (DSP) is recognized for its commitment to ensuring that all students with disabilities have equal access to educational opportunities at UC Berkeley and helps students to achieve academic success through its programs. DSP provides a wide array of legally mandated services to students with disabilities and consists of approximately 50 FTE, serves over 5,600 students, and hires over 400 service providers and student volunteers to provide educational support to this growing population. The unit has an annual operating budget of approximately \$3.5 million in state and permanent funding, while gifts and endowments add to that total. DSP is also responsible for administering a Department of Education TRIO Student Support Services federal grant. DSP is dedicated to excellence in service and we welcome interested persons who are committed to disability access to consider applying for employment with DSP.

The Program Representative provides administrative support to the Disabled Students' Program. The

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responsibilities of this position are to assist with the provision of Test Taking Accommodations & Services: processes requests for proctoring services, processing of exams, secures general classroom or departmentally controlled space for DSP proctored exams, schedules DSP proctors, and e-mail correspondence with instructors or departmental representatives.

Application Review Date

The First Review Date for this job is: Thursday, June 20, 2024

Responsibilities

Customer Service:

- Provides comprehensive customer support to faculty and to DSP students who receive test taking accommodations and services.
- Serves as the primary front-line contact for faculty, designated faculty proxies, and DSP students.
- Answers general inquiries and routine inquiries regarding test taking accommodations and services.
- Prepares and sends routine e-mail correspondence.
- Refers complex and urgent questions to Supervisor.
- Reviews faculty submitted request forms for completeness and accuracy.
- Follows up with faculty or designated faculty proxy by email when information is incomplete or inaccurate.
- Provides faculty/designated faculty proxy information regarding exam location.
- Reviews DSP Letters of Accommodation (LOA) for Testing/Exam Accommodations, and interacts with DSP Disability Specialist and/or Faculty (or designee).

Program Support:

- Provides assistance with deploying Student Proctors to the various testing locations.
- Schedules appropriate proctoring space throughout campus through the Office of the Registrar (general assignment classrooms), or academic departments (departmentally controlled space).
- Coordinates requests for accessible furniture as a testing accommodation.
- Assists the Coordinator of Test Taking Accommodations with evening proctoring as needed
- Works with the DSP Accessible Formats Team to convert exams into alternative formats.

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Database Management:

- Maintains records in appropriate database systems.
- Uses the Test taking Accommodations & Services database to process and track requests for test taking accommodations and services.

Other:

- Compiles data, and assists in the completion of reports.
- Provides administrative support.
- Other duties as assigned.

Required Qualifications

- Ability to work independently and collaboratively.
- Strong organizational and time management skills.
- Effective written and interpersonal communication skills.
- Demonstrated ability to effectively interact with staff, students, and faculty.
- Detail orientated.
- Experience with various software applications (Microsoft Word, Excel, and Power Point).
- Experience using Google Drive.
- Knowledge of PC and Mac operating systems.

Preferred Qualifications

- Experience providing administrative support in an academic environment.
- Basic knowledge of assistive technology and assistive technology.
- Experience with disability database management systems.
- Knowledge of the legal framework involving accommodations for student with disabilities through state and federal law and regulations.

Salary & Benefits

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For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary or hourly range that the University reasonably expects to pay for this position is \$25.20 - \$28.65, Steps 1.0 - 7.0.

- This position is non-exempt, paid bi-weekly.
- This is a full-time (40 hours/week) Career position, eligible for full UC Benefits.
- This is an on-site position at the University of California, Berkeley.
- This position is governed by the terms and conditions in the agreement for the Clerical & Allied Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at:
<http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>

How to Apply

To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected



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abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see [the U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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