

Coordinator, Deaf and Hard of Hearing (Restricted Funds)
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=244636>

Downloaded On: Nov. 2, 2024 4:32pm

Posted Sep. 11, 2024, set to expire Jan. 2, 2025

Job Title	Coordinator, Deaf and Hard of Hearing (Restricted Funds)
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Sep. 11, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Student Services
Apply Online Here	https://apptrkr.com/5600624
Apply By Email	
Job Description	

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Position Number: CM-181-2024

Division: Student Services

Department: ACCESS-DHH Services

FTE: 100

Term (month/year): 12 Months/Year

Annual Salary Step Range: \$76,946.16 - \$98,205.12

Initial Screening Date: 09/19/2024

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Position Description

Position Overview:

Definition:

Under general supervision, coordinates, and oversees scheduling of interpreting and captioning services for deaf and hard of hearing students for all classes, field trips, and campus events; evaluates program effectiveness and makes recommendations for operational, policy, and procedural improvements; fosters cooperative relationships with students, staff, hourly staff, and faculty.

Supervision Received and Exercised:

Receives general supervision from the Director, Deaf and Hard of Hearing Services. Exercises technical and functional direction over and provides training to assigned staff.

Class Characteristics:

This is a coordinator classification responsible for planning, organizing, and coordinating services and/or operational function in providing services. Incumbents at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director. Successful performance of the work requires the knowledge of program/services and student population along with extensive student, faculty, and staff contact. This class is distinguished from other Program Coordinator classifications in that this position provides support specifically to deaf and hard of hearing students and requires fluency in American Sign Language (ASL) as well as knowledge of cultural aspects and norms of the deaf community.

Examples of Essential Functions(Illustrative Only):

1. Oversees day-to-day activities within the Center for Deaf and Hard of Hearing Services (DHH), including scheduling student workers for staffing of front desk, supervision of student workers, addressing student behavior issues when needed, ordering and upkeep of equipment and supplies, and processing work orders on building maintenance and cleanliness as needed. Fluency in ASL is required to communicate with students and student workers.

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2. Plans, organizes, and coordinates services including the scheduling of interpreters and captioners to meet the accommodation requests of deaf and hard of hearing students. Requests include classes, extracurricular assignments, and campus events.
3. Provides training, utilizes, and maintains schedules using an external online scheduling system. Fields, prioritizes, and processes all schedule change notifications in English and American Sign Language via one-on-one meetings, emails, videos, and text messages.
4. Maintains records of interpreter, captioner, and student worker hours, pay, experience, and absences. Processes and verifies accuracy of all timesheets, travel forms, and miscellaneous paperwork for hourly interpreters/captioners/student workers.
5. Acts as a consultant to other departments on the hiring and scheduling of interpreters.
6. Maintains and updates various databases, filing, tracking, and record-keeping systems for DHH services, programs, and projects.
7. Distributes, collects, and compiles feedback on interpreters and captioners and provides summaries of feedback to interpreters and captioners. Forwards any problem feedback to the Director.
8. Communicates with DHH counselors regarding student schedules and accommodations.
9. Processes hire documents, schedules interviews, and provides orientation of newly hired hourly interpreters and captioners and conducts rehire of all hourly interpreters, captioners, and student workers.
10. Arranges and helps conduct regular staff meetings, trainings, and workshops for hourly interpreters, captioners, and student workers.
11. Schedules, maintains, and inventories Assistive Listening Devices.
12. Orders supplies, materials, and equipment for the Center of Deaf and Hard of Hearing Services.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. Prepares and delivers oral presentations related to assigned areas as required.
18. Performs other related or lower classification duties as assigned.

Qualifications

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and

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accessible academic and work environment.

2. American Sign Language.
3. Sensitivity to and understanding of deaf culture.
4. Interpreter Code of Professional Conduct and the Code of Professional Ethics of real time captioners.
5. Legal requirement to provide mandated accommodations in a post-secondary setting, including the ADA, Civil Rights Act, Rehabilitation Act, College Administrative Procedures.
6. Modern office practices, methods, and computer equipment and applications, including word processing, PowerPoint, and Excel spreadsheet and database applications as well as use of scheduling software.
7. Record keeping principles and procedures.
8. Smart phone usage including texting and photo and video capabilities in relation to assistive technology.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Applicable federal, state, and local laws, rules, regulations, and College and departmental codes, policies, and procedures.
11. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities:

1. Advocate for and communicate the Colleges vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Fluently communicate both receptively and expressively in American Sign Language.
5. Communicate clearly and remain focused while managing constant text messages, emails, telephone/video phone calls, and face-to-face communications from students, interpreters, captioners, trainees, faculty, staff, and others.
6. Keep clear records of all schedule changes and attendance for timesheet purposes, budget projections, and miscellaneous reports.
7. Compose and prepare correspondence, flyers, and other written materials independently.
8. Perform complex and detailed calculations when processing a multitude of timesheets.

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9. Remain flexible and highly organized in the face of a constantly fluctuating schedule and constantly changing priorities.
10. Ability to drive tram.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associates degree from a regionally accredited college; and
2. Two (2) years of experience in providing program support at an institute of higher education.
3. Fluency in American Sign Language.

Desirable Qualifications:

1. Completion of an accredited interpreter training program.
2. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
3. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).



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Licenses and Certificates:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California drivers license.

To apply, visit <https://hrjobs.mtsac.edu/postings/13041>

Our Mission: The mission of Mt. San Antonio College is to support all students in achieving their educational goals in an environment of academic excellence. Specifically, the College is committed to providing quality education, services, and workforce training so that students become productive members of a diverse, sustainable, global society. The College pledges to prepare students for lifelong learning through the mastery of basic skills, the achievement of associate degrees and certificates, and the completion of career and transfer pathways. The College will carry out this commitment by providing an engaging and supportive teaching and learning environment for students of diverse origins, experiences, needs, abilities, and goals. The College is dedicated to serving our community through improving economic achievement, advancing civic engagement, enhancing personal well-being, promoting critical thinking, and enriching aesthetic and cultural experiences.

Our Vision: Mt. San Antonio College strives to be regarded as one of the premier community colleges in the nation. We will be viewed as a leader in community college teaching, programs, and services. As a premier community college, we will provide access to quality educational programs and services, focusing on student success within a climate of integrity and respect. We will earn this reputation by consistently exceeding the expectations of our students, our staff, and our community.

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

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Contact Information

Please reference Academickeys in your cover letter when

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applying for or inquiring about this job announcement.

Contact

N/A

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