

Program Representative, Test Taking Accommodations &
Services (4723C), Disabled Students Program
University of California, Berkeley

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Posted Feb. 5, 2025, set to expire Jun. 30, 2025

Job Title	Program Representative, Test Taking Accommodations & Services (4723C), Disabled Students Program
Department	Disabled Students' Program
Institution	University of California, Berkeley Berkeley, California
Date Posted	Feb. 5, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Multicultural Affairs/Diversity Educational Services
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Job Description

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Program Representative, Test Taking Accommodations & Services (4723C), Disabled Students Program

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place

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for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

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 5500 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.

Position Summary

The purpose of this position is to provide program support to the Disabled Students' Program (DSP) in providing test taking accommodations and services to students with disabilities in accordance with federal and state law. The incumbent assists the Supervisor, Test Taking Accommodation and Services in serving more than 3500 students with disabilities, and 250 faculty members each semester. The purpose of the Test Taking Services Representative is to assist the department in assigning exam

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proctors; securing space for DSP proctored exams; coordination with DSP Alternative Media Services, e-mail correspondence with instructors or departmental representative, providing proctoring on an as needed basis; and scheduling of proctors, and record keeping.

Application Review Date

The First Review Date for this job is: 02/17/2025.

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

- Assists Supervisor with scheduling of DSP student proctors.
- 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.

Database Management

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- 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 Oriented.
- Experience with various software applications (Microsoft Word, Excel, and Power Point).
- Experience using Google Drive.
- Knowledge of PC and Mac operating systems.
- High school diploma and/or equivalent experience/training.

Preferred Qualifications

- Experience providing administrative support in an academic environment.
- Basic knowledge of assistive technology and assistive technology.
- Experience with Accessible Information Management (AIM).
- Knowledge of the legal framework involving accommodations for student with disabilities through state and federal law and regulations.

Salary & Benefits

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

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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 hourly range that the University reasonably expects to pay for this position is \$26.26 (Step 1) - \$30.62 (Step 8).

- This is a full-time, Career position that is eligible for full UC benefits.
- This is a non-exempt, bi-weekly paid position.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

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>

- This is not a visa opportunity.

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

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

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

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[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

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

https://apptrkr.com/get_redirect.php?id=5978108&targetURL=U.S. Equal Employment Opportunity Commission poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

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

Contact

N/A

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