



Administrative Program Specialist

(Administrative Program Specialist)

Department: Disability Services
Salary Range: \$2825 - \$4259 monthly
Class: C0108 **Recruitment #:** S1874
Review Date: Review of applications begins immediately. Position open until filled.

This is a regular, full-time, 12-month position in the Office of Disability Services (ODS) and is represented by the Oregon Public Employees Union/Service Employees International Union. The Office of Disability Services is responsible to ensure access and accommodations for all students with disabilities through the provision of support services and auxiliary aids. ODS provides support services and information to help students create a successful experience at Western.

QUALIFICATIONS

- Two years of experience as an administrative specialist or executive support specialist which included administrative support for a project, program, or operation. Administrative support includes those duties beyond clerical/secretarial such as: interpretation of laws, rules, and regulations; administrative data collection and analysis; and evaluation of projects, processes, and operations; OR an equivalent combination of training and experience.
- Previous experience dealing with confidential information
- Ability to successfully communicate verbally, in writing, via e-mail, and/or on the telephone and demonstrate a high level of supportive and encouraging customer service
- Ability to organize and prioritize work effectively with the ability to multi-task.

Special Working Conditions:

The demands of this office can change rapidly due to the individual needs of the student population it serves, which is primarily students who have a disability (visual and/or deaf or hard of hearing, physical, learning, psychological, etc.). It is critical that the successful candidate be flexible and able to deal with the individual needs of the students in a sensitive and caring manner.

Preferred Qualifications:

- Ability to communicate in sign language

****A criminal background check will be required as a condition of employment**

We are not considering candidates who require Visa sponsorship support. Additionally, the University typically only considers visa support for employees placed in specialized positions that are continuing regular University appointments.

DUTIES AND RESPONSIBILITIES:

Administrative

- Independently manage notetaking and captioning services by establishing and maintaining procedures and controls: Conduct trainings and present information regarding ODS services to faculty, staff and other groups; Create and propose procedures for accommodation implementation; Conduct research and analysis of internal processes and accommodation provision for compliance with federal laws and work with other Oregon universities to collaborate on best practices within the field; Meet with students to discuss complex issues related to accommodation provisions and independently work to resolve issues between faculty and students; Perform analysis, conduct research and evaluate ODS programs; Take the lead in creating new approaches in responding to the Office of Civil Rights findings with law interpretation support provided by the director; Develop and implement Learning Outcomes; Work closely with other departments to identify WOU student status; Provide administrative support to ODS director; Initiate and compose correspondence and reports; Coordinate organization and distribution of application information and provide policy and documentation requirements; Update the AIM mainframe; Assist the Accommodations Coordinator

Supervision of Student Employees

- Serve as back-up supervisor for the Accommodations Coordinator: Interview applicants, hire and train, assign work, manage work schedules, review completed work, prepare and submit time rosters to Payroll.

Office Management

- Create tracking mechanisms to manage budgets and audit expenditures for multiple indexes and conduct monthly analysis to forecast future needs, project trends and remain within budget; Create and manage student employment forecasting models to predict payroll expenditures and hiring needs; Meet regularly with Director to present quarterly budget reports, discuss departmental issues and develop skills; Create and maintain a system for managing forms used in the ODS office and on campus; Prepare and track purchase orders and journal vouchers and personal service contracts; Monitor fiscal procedures; Maintain working knowledge of fiscal procedures and policies; Manage interdepartmental billing; Adhere to state travel policies in preparing and processing travel authorizations, travel advances, itineraries, conference registrations, and reimbursements; Prepare, process, and manage employment forms; Maintain student records; Check out/in equipment; Maintain and order office supplies, equipment, and key requests; Create, type, and proofread correspondence and other documents;
- Provide excellent customer service; Direct calls to appropriate staff members on campus; Answer questions and explain services, programs, or institutional policies and procedures; Schedule appointments for staff members; Attend department staff meetings

WORKING CONDITIONS:

The employee must be flexible due to the large number of students served by a comparatively small staff. Daily interaction with students with disabilities.

APPLICATION PROCESS

You may submit all materials online at www.wou.edu/classified

Required Application materials (PDF preferred):

- 1) WOU Employment Application form (available at www.wou.edu/classified)
- 2) Letter of application that addresses each qualification of the position. Please include how your experience, education, and/or training might help us build a more inclusive, collaborative, and diverse community.
- 3) Resume
- 4) Contact information for three references

As an alternative, you may submit application materials to:

S1874, APS - ODS, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; **OR** e-mail to employment@wou.edu; **OR** fax to: 503-838-8144.

**Western Oregon University is an AA/EO/Veteran/Disability employer
committed to increasing the diversity of its workforce.**