



温州肯恩大学  
WENZHOU-KEAN UNIVERSITY

## 岗位说明书——专业服务专员

所属部门：学生事务部

汇报机制：助理学生事务副校长

### 岗位职责：

1. 为各类有特殊需要的学生提供服务，展现专业、积极和团队合作的服务态度，尊重学生及来访者，具有灵敏度。
2. 解答学生关于特殊需要、自我辩护、学业及职业发展等问题，为学生实现充分独立提供建议。
3. 与有特殊需要的学生谈话并传达现有的文件精神，致力于发现学生学业调整需求并制定个性化的住宿方案。
4. 分析有特殊需要的学生对辅助技术的需求及使用技能以便为其提供最合适的高效系统。
5. 为各类特殊需要的学生提供院校项目、特殊需要服务办公室政策及流程、学院及学区资源等各类信息；帮助学生获取校园资源和支持。
6. 协调特殊服务的实施安排及解答学生及家长、教职员工各类咨询。
7. 收集、审核、维护信息并且定期记录特殊服务类的报告；维护特殊服务办公室的档案系统；查阅和处理日常文件。
8. 开发和维护特殊需要服务办公室学术项目的知识体系，与学生学术支持中心协作共同为广大学生及特殊需要学生提供学业指导，包括选专业、选课、日程安排和住宿等，确保学生成就最大化；在申诉和课程调整方面帮助学生；通过常规审计使监管到位；和教职员工协作共享信息，加强对特殊需要学生的帮助。
9. 根据部门政策和流程，为特殊需要学生提供服务实施测试，包括但不限于日程安排、咨询、评分和解释测试及提供合适的设备。
10. 支持及协调记录员、朗读人员、朋辈导师及其他学生助理的招募、任命及培训工作；监管学生助理及笔记分享人员的日程安排，确保所有特殊需要登记在册的学生受益；分配及监督学生助理的工作。
11. 将学生及家长、教职员工转介到相应的职能办公室。
12. 向上级汇报任务的执行情况；咨询温州肯恩大学太阳树心理中心的同事以便发现问题并商议解决办法。
13. 根据管理规定使用和维护特殊需要服务办公室的数据库，确保提供给学生的信息及时更新。
14. 完成年度统计数据，对特殊需要服务登记在册的学生及项目进行评估所需的研究或数据收集工作。
15. 在各类培训、服务及研究活动中保持伦理道德、法律、组织的标准及多元文化的能力。
16. 撰写清晰、准确、涵盖有用信息的报告供办公室行政人员查阅，报告包含发现、结论和推荐。
17. 根据学校的规章制度及流程，严格保守学生记录和其他敏感信息的隐私和机密。
18. 履行其他相关的工作职责，参与指定的特殊项目。



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### 必备条件:

教育和工作经历:

1. 硕士及以上学位，特殊教育、心理学、社会学或其他相关专业。
2. 在高校接受过与特殊服务及心理等相关培训工作，熟悉高校有特殊需要的学生发展的相关事务。
3. 具备灵敏度及在不同的学生、教职员工群体中工作的能力。

知识和技能条件:

4. 具备精湛的口语和书面表达能力;
5. 具备和来自不同学科、系的专业人员高效合作的能力。
6. 具备同时处理多重任务的能力: 迅速组织、协调、管理、优先处理、同时执行多项任务, 对情况快速评估, 制定合理的行动方案及适当回应的能力。
7. 具备提供高水平互动服务、建立人际关系及满足已被识别的需求的个人能力。
8. 具备熟悉高等教育要求、计划、课程及政策的能力。

### 优先条件:

1. 具备了解或熟悉美国特殊需要人法案、Section 504、家庭教育权利和隐私法, 及适用于高等教育的技术和软件的能力。
2. 具备1年或以上在高校特殊需要服务办公室、特殊需要学生服务或高校心理中心的工作经历。
3. 具备以专业、外交、共情、熟练的方式进行高效沟通及使用适合本工作首选方法和水平的能力。

## **Job Description - Professional Services Specialist**

Department: Office of Student Affairs

Report to: AVCSA

### Responsibilities:

1. Works well with students who have a broad range of disabilities, exhibiting professionalism, a positive demeanor, cooperative attitude, respect and sensitivity in all interactions with students and visitors.
2. Advises students on concerns related to disability, self-advocacy, as well as academic/vocational preparedness and provide recommendations for achieving maximum independence.
3. Conduct interviews with students seeking accommodations, interpret available documentation in an effort to identify student needs concerning academic



- adjustments and formulate individualized accommodation plans.
4. Analyze assistive technology needs and utilization skills of students with disabilities in order to recommend the most appropriate and efficient systems for the student.
  5. Provide students with various information regarding institutional programs, ODS policies and procedures, as well as college and community resources available for students with a wide assortment of disabilities. Assists students with accessibility to campus resources and support systems.
  6. Coordinates the implementation of accommodations and provides appropriate consultation to questions and concerns raised by students, faculty, staff and families.
  7. Gathers, verifies, and maintains information to support periodic and special reports documenting activities and events for assigned area. Maintains record system for area of responsibility. Reviews and processes daily paperwork.
  8. Develops and maintains knowledge of ODS academic programs, and in collaboration with the Student Academic Support Center, to provide academic advising for general population and students with disabilities. Advising includes major decision, course selection, schedule development and accommodations to maximize student success. Assists students with appeals and course substitution processes. Monitors progress to degree through regular audits; and works with faculty and staff to share information and strengthen support for students with disabilities.
  9. Provides testing accommodations for students with disabilities according to departmental policies and procedures. This includes, but is not limited to, scheduling, acquiring, scoring, and interpreting tests; and providing adaptive equipment.
  10. Supports and/or coordinates recruiting, hiring, and training of note takers, readers, tutors, and other student employees as needed. Oversees the schedules for student workers and note-sharers to ensure coverage for all students registered with Disability Services; may assign and supervise the work of part-time and/or student workers.
  11. Refers questions and concerns raised by students, faculty, staff and families to the appropriate department personnel.
  12. Consults with the supervisor concerning progress on assignments; consults with the Wenzhou-Kean Suntree Counseling Center staff to identify problem areas and determine solutions.
  13. Utilizes and maintains the Disability Services database of students in accordance with confidentiality regulations and ensures that information for students is updated appropriately.
  14. Generates annual statistics to contribute to research/data collection for the assessment of students registered with Disability Services and overall program assessment.



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15. Maintains ethical, legal, organizational standards and multicultural competency in all training, service and research activities.
16. Prepares clear, accurate and informative reports containing findings, conclusions and recommendations for the review of office administrators.
17. Strictly honors the privacy, security and confidentiality of student records and other sensitive information according to college regulations, policies and procedures.
18. Performs other related duties and participates in special projects as assigned.

### **Required Qualification:**

#### Education and Experiences:

1. Master's degree or above, majored in Special Education, Psychology, Sociology, or a closely related field.
2. Received professional training as an intern or practicum in disability and counseling at the college setting and be familiar with developmental issues of college students with disabilities.
3. Demonstrated sensitivity and skill in working with a diverse student, staff and faculty population.

#### Knowledge, skills and abilities:

4. Excellent oral and written communication skills;
5. Ability to collaborate and work effectively with other professionals from different disciplines and departments.
6. Ability to multi-task: expeditiously organize, coordinate, manage, prioritize, and perform multiple tasks simultaneously to swiftly assess a situation, determine a logical course of action, and apply the appropriate response.
7. Ability to personally provide high level of interactive service to others, building relationships and addressing identified needs.
8. Familiarity with higher education requirements, programs, coursework and policies.

### **Preferred Qualification:**

1. Understanding of or familiarity with the Americans with Disabilities Act, Section 504 and FERPA, and adaptive technologies and associated software as they pertain to a post-secondary environment.
2. One or more years of professional experience working with college students with disabilities in a disabilities services office or in a counseling center is required.
3. Ability to effectively communicate in a professional, diplomatic, empathetic, and tactful manner using preferred method and level as applicable to the job.