

Disability Resource Center
Peer Assistant Position Description

Administrative Supervisor: Dustin Bare

Site Lead: Christina Bruck

Peer Assistant Position Description

The Disability Resource Center (DRC) Peer Assistant helps with administrative and programmatic support. This person must work well with people, be resourceful and reliable, and be able to remain calm under occasionally hectic conditions (e.g., busy phones/office). It is particularly helpful for this person to be someone who has good communications skills, be tech savvy, and is articulate and possess excellent telephone and customer service skills.

Responsibilities

- Under general supervision of the DRC Coordinator, perform routine support tasks related to front office operations.
- Create and maintain confidential student disability files, ensuring that pertinent paperwork is recorded, completed and updated on a daily basis.
- Notify the DRC Coordinator of any issues needing prompt attention.
- Assist with record keeping, file maintenance, and archiving.
- Perform copying, scanning, and faxing, as needed.
- Respond to requests and inquiries related to all aspects of the DRC office by phone, email, or in-person communication.
- Maintain confidential and accurate records in DRC databases.
- Collaborate with other team members on projects.
- Manage work time effectively and appropriately

Learning Outcomes

- Student understands that disability does not define a person, but rather that disability is defined by the way a person interacts with their environment.
- Student can identify the value of interactions with others of different backgrounds/beliefs Student is independently able to react to difficult situations and develop resiliency through their experiences.
- Student will learn about Assistive Technology such as Dragon Naturally Speaking and other adaptive software. With the knowledge s/he gains, the student will create student Tip Sheets for using these types of technology.
- Student will create tip sheets as a faculty resource that outline how to work with students with various disabilities. Student will identify at least 3 disabilities s/he would like to research and create tip sheets for.

Qualifications specific to this position

- Proficiency in MS Office (Word, Excel, Outlook).
- Excellent communication skills; oral and written.
- Ability to work independently and in a team setting.
- Strong attention to detail; proven dedication to accuracy in each task performed.
- Experience working in a setting requiring the protection and maintenance of confidentiality.
- Ability to multi-task and prioritize effectively.
- Willingness and ability to work in a high-volume or sometimes repetitious environment.
- Pattern of excellent attendance and punctuality in prior positions.