



## POSITION DESCRIPTION

### POSITION INFORMATION

Position Title:		Today's Date:
Administrative Program Specialist (APS)		8/18/2025
Position Classification	Appointment (9mos. / 12 mos. / Other)	
Classified	12-Months	
Normal Position Work Dates	FLSA	
07/01 - 06/30 (12 Months)	Non-Exempt (Overtime Eligible)	
FTE (1.0 is Full-Time)	Classification Title (Classified Only)	
1.0	C0108	
Department/Division	Work Location	
Disability Access Services (DAS)	Monmouth Campus	
Reports to	Position Number	
Director	E99582	
Incumbent	Reports to Position Number	
	E99329	

### SUMMARY

Please provide brief summary of the position.

The purpose of the Administrative Program Specialist position is to assist the Director, Assistant Director of Deaf and Hard of Hearing Services, and Accommodations Coordinator in the ongoing direction of Disability Access Services (DAS) by performing administrative research, analysis, and evaluation in support of DAS services and departmental operations. This position is responsible for assisting the Director, Assistant Director, and Accommodations Coordinator with administrative responsibilities and operations, and also provides confidential administrative support. It requires comprehensive knowledge of the program to maintain confidential materials, including documentation of disabilities (protected by federal law) for Western Oregon University students.

The position is also responsible for coordinating and managing notetaking services used for academic access, performing administrative data collection and analysis, and evaluating projects, processes, and operations to enable DAS to operate at maximum efficiency and effectiveness.

### PRIMARY DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and incidental duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The position description does NOT constitute an employment agreement between the university and employee and is subject to change by the university as the organizational needs and requirements of the job change.

### JOB DUTIES

**JOB DUTIES** (Please ensure the total of "% of Time" equals 100%)

<b>% of Time</b>	<b>Duties / Responsibilities</b>	<b>Essential or Incidental</b>
50%	<p><b>ADMINISTRATIVE</b></p> <p>Manage essential control processes for efficient and seamless program rollout including but not limited to:</p> <p>Independently manage AIM (accommodations portal) by establishing and maintaining procedures and controls, continue to analyze the portal for overall effectiveness and efficiency and implement new procedures based on research and analysis of the portal, and work directly with third-party vendor(s) to provide licensing for DAS. Manages the portal, troubleshoots concerns, and manages overall details of notetaking accommodations.</p> <p>Updates the AIM mainframe to reflect current student population needs and current terminology for service provisions, staying current with language within the field of Disability Services/Disability Studies.</p> <p>Manage, staff, and supervise the front desk whether in person or from the APS' office. Co-supervise student workers with Accommodations Coordinator.</p> <p>Conducts training during new student orientation and provides presentations regarding DAS services to faculty, staff, and other groups.</p> <p>Primary manager of day to day needs and concerns, refers to the Director as needed.</p> <p>Contribute to the development of learning outcomes for Disability Access Services.</p> <p>Work closely with key campus stakeholders to help identify WOU student status (active, withdrawn, graduated) in an effort to collect information needed to improve DAS services and increase retention at WOU.</p> <p>Provide administrative support to the DAS director. Use discretionary judgment in sensitive matters regarding various subjects and materials such as student and personnel files. Remind the director of deadlines. Work under time pressure/critical deadlines while handling multiple tasks. Meet with the director, assistant director, and accommodations coordinator regularly to fine tune office procedures and discuss concerns.</p> <p>Initiate and compose correspondence and reports regarding prospective and incoming students. Coordinate organization and distribution of application information. Provide information concerning department policies and documentation requirements.</p>	Essential

	Assist the Director, Assistant Director of Deaf and Hard of Hearing Services, and Accommodations Coordinator as needed	
30%	<p><b>OFFICE MANAGEMENT</b></p> <p>Create tracking mechanisms to manage budgets and audit expenditures for multiple indexes and conduct monthly analysis to forecast future needs, project trends and to remain within budget. Make budget recommendations to the Director as appropriate and assist the Director in developing operational program goals.</p> <p>Create and manage student employment forecasting models to predict payroll expenditures and hiring needs for each academic year with the Accommodations Coordinator, Assistant Director of Deaf and Hard of Hearing Services, and final approval of the DAS Director.</p> <p>Meet regularly with the Director to present budget reports, discuss departmental issues and develop goals. Create and maintain a system for managing forms used in the DAS office and on campus. Create and update forms used specifically by DAS.</p> <p>Prepare and track purchase orders and journal vouchers through the FIS/SIS Banner system. Monitor fiscal procedures. Prepare and track personal service contracts. Maintain working knowledge of fiscal procedures and policies. Authorized to JV other divisions.</p> <p>Manage interdepartmental billing</p> <p>Adhere to state travel policies in preparing and processing travel authorizations, travel advances, itineraries, conference registrations, and reimbursements through completion.</p> <p>Prepare, process, and manage employment authorizations, overload and pay adjustments, computing salary and FTE for contracts for full and part time employees.</p> <p>Monitors and processes new student applications. Provides preliminary review for completion. Forwards complete applications to the Director and others for full review and determination.</p> <p>Maintain student records through updating materials, setting up databases, preparing information on students and tracking updates to records (address changes, service/accommodation approvals and requests, etc.).</p> <p>Manage DAS equipment in AIM (Ex: FM systems, Livescribe pens, etc.)</p> <p>Determine, through record keeping and requests, the need for office supplies. Order supplies and equipment when needed.</p>	Essential

	Maintain systems of tracking services provided, costs of services, and service providers by term and academic year. Complete summary statistics as needed at the Director's request.	
15%	<p><b>CO-SUPERVISION</b></p> <p>Co-supervisor of student employees with the Accommodations Coordinator.</p> <p>Assist with Interviewing and hiring applicants for student employment position(s). Assist with training student employees in office procedures and provide specific technical training in the provision of some accommodations. Train students through written and verbal directions, as well as through modeling.</p> <p>Co-supervise student employees to ensure front-desk tasks are being completed accurately and in a timely manner. This supervision includes assigning work, managing work schedules, reviewing completed work for accuracy and completeness. Co-facilitate regular student employee team meetings.</p> <p>Create, conduct, and analyze student employee evaluations to ensure alignment with departmental goals and learning outcomes.</p> <p>Prepare and submit time rosters and time certificates to Payroll by established deadline. Authorized to sign time certificates and rosters.</p>	Essential
5%	<p>Provide excellent customer service to students, prospective students, faculty, staff and the general public. Screen phone calls by referring inquiries to appropriate staff or other departments. Answer questions and explain the services provided by the office. Explain and/or clarify the programs or institutional policies and procedures to incoming inquiries through written or oral responses.</p> <p>Schedule appointments for staff members. Attend and actively participate in division and department staff meetings.</p> <p>Other duties as assigned by the director and assistant director within this classification.</p>	Essential

### EDUCATION and/or EXPERIENCE

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities are below. **For classified positions, please see classification specifications found online at <https://fa.oregonstate.edu/classification-specifications> to assist with the particular specifications for the position.** Please contact Human Resources with questions.

EDUCATION			
Type of Education	Required	Preferred	Specific field, training or

			degree
High School Diploma or equivalent (GED)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Associate degree (A.S., A.A.) or two- year technical certificate	<input type="checkbox"/>	<input type="checkbox"/>	
Bachelor's degree	<input type="checkbox"/>	<input type="checkbox"/>	
Master's degree	<input type="checkbox"/>	<input type="checkbox"/>	
Doctoral degree or equivalent (Ph.D., J.D., Ed.D.)	<input type="checkbox"/>	<input type="checkbox"/>	
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	

## EXPERIENCE

Type of Experience	Required Years of Experience	Preferred Years of Experience	Notes
Administrative	1-2 Years	3-5 Years	
Program management	1-2 Years	1-2 Years	
Operation management	1-2 Years	1-2 Years	
Project management	1-2 Years	1-2 Years	
Postsecondary education	1-2 Years	1-2 Years	

## SOFT SKILLS

Soft Skill	Required	Preferred	Notes
Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Teamwork	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Adaptability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Problem-solving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Decision-making	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Time-management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## CERTIFICATES, LICENSES, REGISTRATIONS

(Select all that apply)	Required	Preferred	Please specify required professional license(s), registration(s), and or certification(s), if applicable:
<input checked="" type="checkbox"/> None			
Driver's license	<input type="checkbox"/>	<input type="checkbox"/>	
Eligibility for Professional license, registration or certification	<input type="checkbox"/>	<input type="checkbox"/>	
Professional license	<input type="checkbox"/>	<input type="checkbox"/>	
Registration	<input type="checkbox"/>	<input type="checkbox"/>	
Certification	<input type="checkbox"/>	<input type="checkbox"/>	

## SUPERVISION

Check the box next to each supervision level utilized by this position.

Level 1	Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.	<input type="checkbox"/>
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Level 2	<b>Lead Capacity:</b> Positions at this level are responsible for providing leadership and instruction in daily work or special project direction that is provided to personnel in similar job functions at comparable or subordinate levels. This work is limited to individuals in the same work unit. Positions are not responsible for hiring, firing, disciplinary actions, etc.*	<input checked="" type="checkbox"/>
Level 3	Positions at this level are normally responsible for some supervisory responsibilities, including providing daily work direction, making recommendations regarding hiring, disciplining, terminating employees, making pay adjustments, and/or making employee job/assignment changes. These jobs do not make independent employment related decisions.	<input type="checkbox"/>
Level 4	Positions at this level are normally responsible for a full range of supervisory responsibilities, including providing daily work direction, hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences, and/or make employee job/assignment changes subject to Department Head approval. This is the first full level of supervisory responsibility. Jobs at this level and higher are typically exempt.	<input type="checkbox"/>
Level 5	Positions at this level are normally responsible for a full range of supervisory responsibilities, including providing daily work direction, authority to hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences, and/or make employee job/assignment changes. Supervision will typically include both exempt and nonexempt positions which may include other supervisors.	<input type="checkbox"/>
Level 6	Positions at this level are normally responsible for full managerial responsibility including providing direction to other supervisors/managers regarding the supervision of their staff. Supervisory span will include direct and indirect reports, and may cover multiple departments.	<input type="checkbox"/>

### SUPERVISION CONTINUED

Level 7	The positions at this level are normally responsible for the overall management of the college, including providing direction to senior managers regarding the supervision of their staff. Final managerial authority and responsibility rests at this level.	<input type="checkbox"/>
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If Level 3 or above is selected, please list direct reports:

Job Title (i.e. "Student Employee", "Office Specialist 1")	Number of Employees Supervised with this Job Title

\*A **lead role** typically will provide oversight of people, projects, or functions. Whereas a supervisor will hire, fire and have performance appraisal responsibilities. A lead may contribute to these processes but typically does not have final decision-making authority in employment decisions.

### DECISION MAKING & FISCAL RESPONSIBILITY

For full definitions of terms in the drop down lists please see the Position Description Writing Guide on the Human Resources [Forms Page](#).

Scope of Decisions Made:	Guideline Driven
Impact of Decision Made:	Position
Autonomy and Discretion:	Independent Work, Results Defined

Fiscal Authority:	Limited
Fiscal Responsibilities:	Administration/Oversight
Operating Budget (\$):	S&S= \$48,248 + Student= \$43,564 = \$ 91,812
Grant Funding (\$):	\$
Number of Grants:	
Foundation Funding (\$):	\$
Number of Foundation Funds:	
Agency (WOU) Funding (\$):	\$

## WORKING CONDITIONS

### Typical Work

**Functions\*** (check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Balancing                     | <input type="checkbox"/> Carrying                                      |
| <input type="checkbox"/> Climbing                      | <input type="checkbox"/> Crawling                                      |
| <input type="checkbox"/> Crouching/ Stooping           | <input type="checkbox"/> Driving                                       |
| <input type="checkbox"/> Feeling/Handling              | <input checked="" type="checkbox"/> Keyboarding/Computer Use           |
| <input type="checkbox"/> Personal Protective Equipment | <input type="checkbox"/> Pulling/Pushing                               |
| <input type="checkbox"/> Reaching                      | <input checked="" type="checkbox"/> Regular interaction with customers |
| <input type="checkbox"/> Repetitive movement           | <input checked="" type="checkbox"/> Sitting                            |
| <input checked="" type="checkbox"/> Speaking           | <input checked="" type="checkbox"/> Specific Work Schedule             |
| <input type="checkbox"/> Squatting                     | <input checked="" type="checkbox"/> Standing                           |
| <input checked="" type="checkbox"/> Telephone Use      | <input type="checkbox"/> Twisting/Bending                              |
| <input type="checkbox"/> Walking/Running               | <input checked="" type="checkbox"/> Writing                            |

### Typical Working Environment and Hazards\*

(check all that apply)

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Normal office environment | <input type="checkbox"/> Animals/Wildlife                     |
| <input type="checkbox"/> Chemicals                            | <input type="checkbox"/> Confined Spaces                      |
| <input type="checkbox"/> Darkness/Poor Lighting               | <input type="checkbox"/> Dust/Fumes                           |
| <input type="checkbox"/> Electrical Hazards                   | <input type="checkbox"/> Explosives                           |
| <input type="checkbox"/> Fire Hazards                         | <input type="checkbox"/> Heights                              |
| <input type="checkbox"/> Human-Source Material (e.g., blood)  | <input type="checkbox"/> Indoor Temp Extremes (Heat/Cold)     |
| <input type="checkbox"/> Moving machinery/Heavy Equipment     | <input type="checkbox"/> Near-Continuous Use of Video Display |
| <input type="checkbox"/> Noise                                | <input type="checkbox"/> Pathogens                            |
| <input type="checkbox"/> Potential Combative Work Environment | <input type="checkbox"/> Radiation                            |
| <input type="checkbox"/> Traffic                              | <input type="checkbox"/> Vibration                            |
| <input type="checkbox"/> Weather Extremes                     |   |

Lifting Demands*	Up to 10 pounds
Additional Physical Demands or Work Conditions:	
Frequency of Travel*	Choose an item.

Work Schedule (if not typical or specified)	
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## ADDITIONAL REQUIREMENTS

**Background/Education Check:** A criminal background check will be completed as a condition of employment. Education checks are processed for positions requiring a formal degree as a minimum requirement. Reference checks will be conducted.

**Equal Employment Opportunity:** Western Oregon University is an equal opportunity employer that is committed to diversity, equity and inclusion in the workplace. We celebrate our inclusive work environment and encourage people of all backgrounds and perspectives to apply.

We embrace our differences and know that our diverse team is a strength that drives our success.

**Accommodation Requests:** Western Oregon University is committed to developing a barrier-free recruitment process and work environment. If you require any accommodations, please email us at employment[at]wou.edu and we will work with you to meet your accessibility needs.

### Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Reviewer (VP / Director)	Reviewer Signature / Date
HR Director	HR Director Signature / Date

### HR USE ONLY:

Received by:	Date

Position Class #:	Employee Class	Job Location	Appointment Percent
CUPA-HR#/Title	NOC Code	Category Code	SOC Code
Actions Taken			
<input type="checkbox"/> NBAPBUD/NBAPOSN <input type="checkbox"/> NBAJOBS <input type="checkbox"/> PEAFACT <input type="checkbox"/> Electronically Filed			



NOTES: