

Director, Student Accessibility Services, Center for Student Success

“DIR-SAS”

SUMMARY: The Director oversees Student Accessibility Services (SAS), one of several units housed within the Center for Student Success. The purpose of SAS is to provide equal opportunity to students with disabilities to ensure equal access to higher education programs, services, benefits and promote a welcoming campus environment for those requiring accommodations. This unit supports students with disabilities and seeks to empower them to become their own and best advocates. It also provides technical assistance and guidance to faculty about providing accommodations to students. This full-time, benefits-eligible position reports to Queens’ Associate Dean for Student Success.

This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.

Essential Duties and Responsibilities:

- Determine student eligibility for services based on documentation regarding classroom, housing, dining and campus life accommodations.
- Consult with students and third-party providers about reasonable accommodations on a case-by-case basis.
- Arrange for assistive technology, texts in alternative formats, and other aides as needed to provide individualized accommodations for students.
- Coordinate services for students with temporary and permanent disabilities.
- Inform faculty of academic accommodations, compliance with legal responsibilities, as well as instructional, programmatic or curriculum modifications.
- Consult with faculty, administrators, and key campus departments (such as residential life and campus services) regarding the needs of students. Assess the effectiveness of SAS program services and activities.
- Develop and revise office policies and procedures as appropriate.
- Maintain up-to-date knowledge on issues in the field and interpret court/ government agency rulings and interpretations affecting services for students.
- Advocate for students to faculty and administrators.
- Provide disability awareness training for campus constituencies.
- Communicate information regarding office services to students and the campus community.
- Process complaints/grievances from students.
- Monitor office budget.
- Ensure confidentiality of highly sensitive information including maintenance of student accommodation records.

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge & Skills Required

- Master's degree in counseling, rehabilitation counseling, special education or related field
- Minimum of 3 years' experience in disability services.
- Knowledge of disability laws and implications for higher education including Section 504 of the Rehabilitation Act, Americans with Disabilities Act and Fair Housing Act.
- Ability to understand and interpret disability documentation.
- Knowledge of assistive technology and applications.
- Ability to work with diverse populations including sensitivity to the needs of individuals with disabilities.
- Strong interpersonal and verbal communication skills, including ability to convey complex information in an easy-to-understand manner.
- Strong computer skills (Word, PowerPoint, Excel) and ability to quickly learn and use new software programs.
- Excellent written, verbal, and presentation communication skills
- Ability to work independently and as a member of a team
- Ability to effectively prioritize tasks and responsibilities in a fast-paced environment to meet established deadlines.
- Strong follow-up and follow-through skills with proven ability to deliver projects on time and to specifications.
- High level of initiative and the ability work independently. Ideal candidates will demonstrate history of taking ownership to deliver excellent results.
- Strong organization and follow-up and follow-through skills.
- Proven ability to safeguard sensitive and confidential information; FERPA knowledge preferred.

Application Process

Qualified candidates should submit the following via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. a cover letter addressing the position qualifications, your experience and salary requirements
2. current résumé
3. contact information for three professional references.

Be sure to include "**DIR-SAS**" and **YOUR NAME** in your email Subject Line.
(**Example:** DIR-SAS Shawn Mullin)

Applications received by August 15, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 50 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Work Conditions

- Work in office environment, involving contact with students, faculty, staff, parents, and service providers.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.
- Occasional requirement to perform work in the evening and/or on weekends to achieve objectives of the position.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee

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assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.