

Program Operations Specialist

Apply through [UW Hires, Req # 197168](#)

Department: [Disability Resources for Students](#)

Job Location: UW Seattle Campus.

Posting Date: 09/29/2021

Closing Info: Open Until Filled

Shift/Hours: Regularly work 40+ hours per week, 8:00a-5:00p Monday through Friday. Occasional evening and weekend hours are required.

Salary: Estimated starting salary of \$58,000, commensurate with education and experience

UW Seattle's Disability Resources for Students (DRS) is seeking a driven, motivated and equity minded professional to join our dynamic team as the Program Operations Specialist.

Disability Resources for Students (DRS) is a unit within the Division of Student Life. UW Student Life fosters a work environment that promotes balance, celebrates individuality, empowers innovation, and is grounded in teamwork, shared wins, and impact. Student Life forges and attracts leaders across an array of professional disciplines, united by a collaborative atmosphere and a passion for mission-driven work. In addition to working for an extraordinary university, Student Life employees enjoy a robust staff development culture; including skills training, leadership development, personal and professional networking opportunities, social outings, and the tools and support to chart a fulfilling career path. <https://www.washington.edu/studentlife/working-here/>

DRS is dedicated to ensuring access and inclusion for all students with disabilities on the Seattle campus enrolled in our undergraduate, graduate, professional, Evening Degree and Access programs. DRS serves 4000+ students with either temporary or permanent physical, health, learning, sensory or psychological disabilities. We partner with students and faculty jointly in the process to establish accommodations, services, and access to academic programs.

At the University of Washington, diversity is integral to excellence. We value and honor diverse experiences and perspectives, strive to create welcoming and respectful learning environments, and promote access, opportunity, and justice for all. The Division of Student Life acknowledges the Coast Salish people of this land, the land which touches the shared waters of all tribes and bands within the Suquamish, Tulalip, and Muckleshoot Nations. Student Life is committed to developing and maintaining an inclusive climate that honors the diverse array of students, faculty, and staff. We strive to provide pathways for success and to purposefully confront and dismantle existing physical, social, and psychological barriers for minoritized students and communities. We engage in this work while learning and demonstrating cultural humility.

At UW DRS, our diversity mission is to support the inclusion of students with disabilities by upholding their intersectional identities and eliminating the social and institutional barriers to educational access at the University of Washington. And our vision is a campus where one's full intersectional identity cannot only participate but is deemed essential in the University's achievement of academic excellence.

Job Description

The Program Operations Specialist is a new and unique position responsible for both the day-to-day operations of DRS, including front desk and intake management, as well as departmental data analytics and reporting. This position reports to the Director, and will work closely with the Assistant Director for Student Services, and the Assistant Director for Academic Services, to equally support both areas within the department. They will ensure DRS processes and protocols are in compliance with federal, state, and UW statutes and regulations. They will collaborate with various entities in DRS, across campus and beyond. They will promote disability awareness and advocacy in the campus community; providing technical and educational assistance to faculty, staff, and students to ensure effective accommodation and equal access and inclusion for students with disabilities; including advising on the use of universal design concepts and principles.

The Program Operations Specialist position requires a high degree of confidentiality, autonomy, personal initiative, discretion, forethought, flexibility, strong communication skills, and independent judgment needed to organize and prioritize tasks to ensure quality of deliverables and to meet tight deadlines. Attention to detail is critical, as is the ability to think critically and independently problem-solve challenges. A strong commitment to excellence in supporting students with disabilities and an active interest in providing customer service is expected.

RESPONSIBILITIES:

Operations and Customer Relations Management

- Partner with academic staff and DRS Access Coordinators to facilitate effective delivery of approved accommodations
- Manage daily operations of the DRS Front Desk including file management, supply ordering, front desk staff management, and daily/weekly/quarterly front desk calendar
- Recruit, hire, train, and supervise staff responsible for assisting with effective delivery of assigned operations and project management
- Develop an integrated communications strategy for the department
- Collaborate with Marketing & Communications, and other University of Washington entities, in enhancing the department's campus presence and increasing student, staff and faculty engagement
- Conduct research to determine customer needs and satisfaction

- Set reasonable customer satisfaction goals and work with colleagues to meet them on a consistent basis
- Locate and define new process improvement opportunities

Data Analytics and Reporting

- Develop and implement departmental databases, data collection systems, data analytics and other tools that optimize statistical efficiency and quality
- Prepare quarterly reports for the DRS leadership team or designee, for each assigned

accommodation/service program to include information on faculty/student usage, summary of programs/services efforts, budget information and tracking, and other pertinent or requested information

- Identify, analyze, and interpret trends or patterns in complex data sets using statistical techniques. Use data to provide ongoing and ad hoc reports
- Work with leadership to prioritize business and information needs

Systems Ownership

- Establish, maintain, enforce rules for data usage, maintenance, and security of DRS systems in association with UWIT, Institutional Research (IR) and other systems
- Sponsor system access rights and facilitates user permissions based on established security controls
- Organize training sessions for system users and personnel in the department as needed
- Collaborate with UWIT and Office of the University Registrar to create queries and collect data to inform department practices, processes, and planning

Collaboration

- Work with leadership and necessary stakeholders to resolve emerging issues
- Represent DRS on Student Life and Campus-wide committees. Be an active member of the campus community, supporting students and colleagues.

Qualifications

Minimum Qualifications

- Bachelor's degree in social sciences, engineering, computer science, business, or related field, or equivalent combination of education and experience
- One year professional experience working in data analytics and/or operations support within a higher education setting
- Exceptional organizational and customer service skills
- Strong written and oral presentation skills to communicate effectively with students, faculty, and staff
- Solid working knowledge of advanced features in SharePoint; Microsoft Access, Excel, Word, Outlook
- Ability to handle heavy keyboarding, screen time and working between two monitors; M-F, 8-5 position; multiple distractions (email, telephone calls, office noise and people).

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.

DESIRED EXPERIENCE

- Professional experience working with students with disabilities in higher education
- Working knowledge of student accommodation management portals (AIM, Accommodate by Symplicity, SAM, etc.)
- American Sign Language (ASL)

- Working knowledge of Microsoft Power BI and basic understanding of database language(s)

Application Requirements:

Applicants considered for this position will be required to disclose if they are the subject of any substantiated findings or current investigations related to sexual misconduct at their current employment and past employment. Disclosure is required under Washington state law.