



## Classification Title: Deaf and Hard of Hearing Services Coordinator

<b>Department:</b>	Disability Resource Center	<b>EEO6 Code:</b>	3
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	26
<b>Supervision Received From:</b>	Supervisor, Deaf and Hard of Hearing Services	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	Direction and Guidance	<b>Last Revision:</b>	1/2026

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **JOB SUMMARY.**

Assists the Supervisor, Deaf and Hard of Hearing Services in scheduling and coordinating the provision of interpreting and real-time captioning services for Deaf and Hard-of-Hearing (D/HH) students, faculty and staff in classrooms and a variety of other settings; assists the Supervisor by performing a variety of highly complex, sensitive and confidential administrative duties.

### **DISTINGUISHING CHARACTERISTICS.**

The Deaf and Hard of Hearing Services Coordinator is distinguished from other coordinator classes by the unique and specialized knowledge and skills necessary for assisting in the provision of interpreting and captioning accommodation services for students, staff, and faculty including the need for conversational competency in American Sign Language (ASL).

### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists the Supervisor in maintaining and updating a semester-length interpreting and captioning master schedule based on anticipated and actual student and other District needs; serves as liaison between D/HH students, faculty and staff to advise on various accommodation options to meet the individual needs of D/HH students; provides input on matching students with interpreters based on needs and preferences; rearranges interpreter assignments and secures outside resources when required to meet service needs.
2. Enters and maintains data on D/HH students and their needs; tracks and reports on utilization of services.
3. Assists in the coordination of an interpreter observation schedule for students in the District's ASL/Interpreter training program; arranges for student, staff, and faculty permissions and keeps all parties informed regarding observation schedule and processes.
4. Assists the Supervisor in performing a variety of administrative tasks; inputs student schedules utilizing dedicated interpreting scheduling software; processes employment forms; monitors the number of days worked by hourly interpreters in accordance with District employment rules and regulations; makes parking arrangements for short-term employees and outside interpreter resources.
5. Assists the Supervisor in tracking and monitoring interpreting, real-time captioning, and post-production captioning expenditures; creates budget expenditure forecasts; initiates and monitors the progress of captioning grants; prepares

and updates spreadsheets to maintain and reconcile account balances for such services; serves as liaison with District departments and vendors to confirm service completion and payment of services.

6. Gathers, inputs, and maintains data relevant to interpreting/captioning services, including sensitive student records, in compliance with relevant disability laws and regulations; generates reports regarding D/HH accommodation services; conducts research and develops periodic statistical reports based on data collected including program and service utilization.
7. Provides technical assistance to students, faculty, staff, and the public as it relates to interpreting and/or captioning service provision and delivery.
8. Uses video editing software to incorporate video-recorded interpretations into inaccessible videos; works with faculty to ensure audio/video material in courses with registered D/HH students is properly captioned and coordinates the post-production captioning of the course materials; delivers, sets up, and retrieves the hybrid interpreting or captioning service equipment carts when in-person services are unavailable.
9. Effectively communicates via ASL with employees, students, and/or the public to perform essential job functions.

**Marginal Functions:**

1. In the absence of the Supervisor, provides urgent after-hours scheduling support and guidance.
2. Provides administrative support to Disability Resource Center staff.
3. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Four years of administrative support experience.

**Education/Training:** Equivalent to the completion of the twelfth grade.

**Language:** Conversational competency in ASL.

**Licenses/Certificates:** Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

**Preferred Qualifications:** Experience working with the Deaf Community.

**Knowledge of:**

1. Deaf Culture to support Deaf students and staff effectively.
2. Current developments, trends and techniques in the field of interpreting captioning and closed captioning.
3. Federal, state and local laws, codes, rules, regulations and court decisions applicable to providing services to Deaf and Hard-of-Hearing individuals, including the Americans with Disabilities Act and associated regulations.
4. Proper ethical conduct as outlined in the National Association of the Deaf-Registry of Interpreters for the Deaf (NAD-RID) Code of Professional Conduct with an emphasis on the appropriate role of an interpreter in an educational setting.
5. Values, behaviors and language of American Deaf culture.
6. Use and operation of various assistive devices for Deaf and Hard-of-Hearing individuals.

7. Modern office practices, procedures and equipment including computers and applicable software programs, office suites, video editing and design tools, and virtual meeting platforms.
8. Basic conflict resolution methods and techniques.
9. Principles and practices of sound business communication including correct English usage, spelling, grammar and punctuation.

**Skill in:**

1. Operating and troubleshooting virtual meeting platforms as used for interpreting and real-time captioning service provision.
2. Analyzing situations accurately, evaluating alternatives and adopting effective courses of action.
3. Organizing, setting priorities and exercising sound independent judgment within areas of assigned responsibility.
4. Interpreting, applying and explaining policies and procedures relevant to assigned areas of responsibility and reaching sound decisions.
5. Communicating clearly and effectively, both orally and in writing.
6. Preparing clear, concise and accurate reports, correspondence and other written materials.
7. Operating a computer, enterprise software and other standard office equipment.
8. Organizing and maintaining specialized files.
9. Maintaining confidentiality of student files and records.
10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race and ethnic backgrounds of community college students, faculty, and staff.
11. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The employee works under typical office and classroom conditions and has extensive contact with D/HH students, faculty and staff.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk rapidly to varied locations throughout the day; and stand or sit for prolonged periods of time. Position requires travel to District and other locations. Occasional night and weekend hours may be required due to department needs.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.