



Summer Internship Program May 26, 2020 - August 7, 2020 Job Description

Department Name: Student Accessibility Services (SAS)
Intern's Supervisor: Eric Shelton
Timesheet Approver: Chris Johnston
Assignment Location/Campus: Western Campus, 11000 Pleasant Valley Rd., Parma, OH
Job Category (Select up to 2): Customer Service/Office Administration Other
Number of Openings: 1 **Work Schedule/Hours:** 10:00 a.m. - 3:00 p.m. /TBD
Internship Duration: 10 Weeks
Internship Dates (Start/End): May 26, 2020 / August 7, 2020

Department Description: (e.g. mission statement, department responsibilities)
Our mission is to provide support and resources for student who have any type of disability and offer those students a reasonable academic accommodation in accordance with the American with Disability Act.

Job Responsibilities: (e.g. functions and/or projects)

- Answer phones, take messages and respond to individual customer needs
- Maintain excel spreadsheets and data entry for program statistics
- Schedule appointments for student intake and test proctoring
- Assist with archiving documents by moving actives files and refiling in cabinets
- Assemble new intake folders, create labels and file alphabetically
- Assist the department with the completion of a special project

Required Qualifications: (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)

- Excellent communication and customer service skills
- Able to use utmost discretion in handling sensitive and confidential documentation and situations
- Self-starter
- Good problem solving skills
- Proficient with Microsoft Office Suite (Word, Excel, Email and internet applications)
- Able to work well with a diverse student population

Preferred Qualifications: (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)

- Office experience (clerical)
- Time management and prioritizing skills