



### **EOPS SERVICES COORDINATOR**

**SALARY GRADE:** [C1-48](#)

**DEFINITION:**

Under the direction of an assigned supervisor, oversee the day-to-day operations of assigned EOPS services; assists in service assessment; acts as liaison between EOPS and other agencies on a variety of administrative matters. Public contact is moderate to extensive, and involves students, staff, and the general public for the purpose of presenting, clarifying, and exchanging information regarding services, policies and procedures. The Services Coordinator may direct the work of student assistants and other clerical staff as assigned.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Coordinate the day-to-day operations and delivery of specific services, including marketing, promotion, and recruitment strategies.
2. Facilitate the evaluation of services, including short and long-range program goals.
3. Develop and determine the feasibility of tutorial services based on evaluation needs.
4. Compile and maintain statistical data; prepare reports and provide supportive data and program summaries.
5. Establish relationship with high school representatives to facilitate recruitment and provide assistance regarding student referrals; provide information regarding EOPS program services.
6. Advise students in the selection of courses within a variety of technical and administrative programs; assist with course registration; track student attendance and progress.
7. Assist students in setting goals and creating plans related to educational and career development.
8. Facilitate tutorial and other supportive services to retain student; refer students to appropriate college service department and community resources.
9. Oversee the work of support staff.
10. Perform related duties as assigned.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

1. Basic counseling principles and techniques.
2. Interview techniques.
3. Research methods and techniques.
4. Elements of career planning.
5. Oral and written communications skills.
6. Public speaking techniques.
7. District organization, operations, policies and objectives.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide a variety of information to students regarding various college services, financial aid, educational opportunities and other issues.
3. Maintain records and prepare reports.
4. Meet schedules and time lines.
5. Establish and maintain cooperative and effective working relationships with others.
6. Work independently with little direction.
7. Work confidentially with discretion.
8. Learn, interpret and explain employment laws, rules, regulations and guidelines.

**Education and Experience**

Any combination equivalent to:

1. Bachelor's degree in related field.
2. Two (2) years increasingly responsible experience in student recruitment and tutorial activities.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

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