EOPS SPECIALIST

SALARY GRADE: C1-41

DEFINITION:

Under the direction of an assigned supervisor, perform a variety of specialized administrative and student services duties in support of the Extended Opportunity Programs and Services (EOPS) and other programs such as Multicultural Program (MCP) or Cooperative Agencies Resources of Education (CARE) and others.

DISTINGUISHING CHARACTERISTICS:

The EOPS Specialist performs specialized duties in support of a primary functional area within the EOPS Department. The Senior EOPS Specialist serves in a lead capacity, prepares various reports and administers program budgets.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

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

1. Perform a variety of specialized administrative and student services duties in support of the Extended Opportunity Program and Services (EOPS) and other programs such as Multicultural Program (MCP) or Cooperative Agencies Resources of Education (CARE) and others.

2. Interview, assess and screen potential program applicants according to established EOPS guidelines; assist in the development and coordination of student intake procedures; coordinate the collection of documents and recommend eligibility for EOPS programs.

3. Input, retrieve and maintain records on a computerized system for the collection of statistical data for EOPS and other program reports; assist in developing and coordinating computer programs for reports, label generation and other program needs.

4. Coordinate, develop and participate in recruitment and outreach activities to increase enrollment of potential EOPS and CARE students; facilitate communication between participants, academic divisions, Financial Aid and others.

5. Participate in developing promotional activities and literature such as videos, newsletters, brochures, flyers and public announcements.

6. Compose correspondence requiring knowledge of EOPS policies and guidelines; prepare and maintain various forms, files, reports and records.

7. Operate a computer and other office equipment.

8. Assist students with paperwork, and setting up meetings to facilitate transfers; provide information regarding EOPS, CARE or MCP policies, procedures and regulations.
9. Attend and represent EOPS at various meetings as assigned.

10. Train and provide work direction and guidance to student assistants; assist in the hiring process of casual, student employees and part-time counselors; monitor payroll for respective student assistants.

11. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Rules, regulations, requirements and restrictions related to EOPS and other assigned student services programs.
2. Program operations, policies and objectives.
3. Peer advising functions, procedures and objectives.
4. Modern office practices, procedures and equipment.
5. Operation of a computer and assigned software.
6. Correct English usage, grammar, spelling, punctuation and vocabulary.
7. Record-keeping techniques.
8. Oral and written communication skills.
9. Interpersonal skills using tact, patience and courtesy.

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. Perform a variety of specialized administrative and student services duties in support of EOPS, CARE, MCP or other assigned program.
3. Provide specialized assistance and information to students and others concerning EOPS programs.
4. Compile and verify data and prepare reports.
5. Interpret, apply and explain rules, regulations, policies and procedures.
6. Operate a computer and assigned office equipment.
7. Communicate effectively both orally and in writing.
8. Establish and maintain cooperative and effective working relationships with others.
9. Meet schedules and time lines.
10. Prioritize and schedule work.
11. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Associate's degree in a related field.
2. Two (2) years experience with multi-ethnic educational programs or agencies.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

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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