



COORDINATOR, EXTENDED OPPORTUNITY PROGRAMS AND SERVICES (EOPS)

DEFINITION

Under general supervision, develops, promotes, implements, and provides student support services for Extended Opportunity Programs and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs and services; acts as a liaison to provide students, faculty, and District staff with resources of assigned programs to aid in furthering their education; ensures program compliance with state and federal guidelines and District policies and procedures; monitors program budgets; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the EOPS Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for performing specialized program implementation and outreach tasks in support of EOPS and CARE programs. The duties involved include the implementation of goals and objectives and oversight of program performance, reporting, accountability, and regulatory compliance. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Coordinates the development and implementation of EOPS and CARE programs and services including tutorial services, book services and rentals, and related student services.
- Participates in the planning, development, and implementation of policies, procedures, and action plans for assigned programs, including designing and recommending program and process improvements, assisting in implementing and evaluating pilot programs and services, and incorporating regulatory updates and technological advancements, as appropriate.
- Monitors assigned program budget by tracking expenditures and allocating funds to specific activities and services; ensures program expenditures stay within established budgets; runs budget reports as needed; applies for new funding sources by preparing grant applications.
- Processes and maintains program applications; ensures students meet program eligibility requirements and receive services in compliance with established policies and procedures.
- Researches, compiles, and organizes information and data related to assigned programs; prepares and assembles surveys, reports, and other informational materials pertaining to tracking program enrollment and monitoring student outcomes.
- Provides educational guidance to students in establishing academic goals; assists achievement of goals by planning schedules, recommending courses and alternatives, and determining appropriate education solutions.

- Provides information to students on degrees, certificates, programs, and individual courses; interprets degree/major requirements, articulation agreements, and transfer guides to four-year colleges.
- Maintains various data management systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures; creates and submits reports in compliance with state reporting requirements and to management, faculty, and/or staff as requested.
- Plans, schedules, organizes, and facilitates events, workshops, informational seminars, presentations, and related activities including coordinating logistics, designing and implementing marketing strategies, and ensuring compliance with established timeline and budget.
- Develops workshop curriculum and materials to support students in various areas including life and communication skills, visioning and goal setting, and career exploration; coordinates services with other District programs to encourage student participation in opportunities for enrichment and academic activities.
- Serves as the lead resource and primary contact with students and the college community in providing information and interpretation of EOPS and CARE programs, services, policies, and procedures.
- Designs, creates, and edits a variety of documents, such as correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Provides direction, training, orientation, and guidance to assigned student workers; plans, schedules, prioritizes, and assigns work; and reviews and controls quality of work.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and practices of program coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Principles, practices, theories, and methods of organizing and coordinating EOPS and CARE programs, services, operations, and activities.
- Practices, procedures, and techniques involved in the processing and verification of EOPS and CARE student applications and determination of student eligibility.
- Principles, practices, methods, and procedures for advising students in the preparation of academic programs.
- Principles of budget monitoring and expenditure tracking and control.
- Principles and practices of data collection and report preparation.
- Techniques and methods of marketing and community outreach.
- Principles and practices of developing and presenting informational workshops and seminars.
- Basic business arithmetic and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Provide sound advice and counsel to students in setting and achieving of educational goals.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program.
- Develop, implement, and coordinate assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Coordinate and oversee programmatic accountability and regulatory reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Develop and present informational workshops and presentations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in education, counseling, or a related field, and two (2) years of increasingly responsible experience in coordinating educational or social services programs.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various high school and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office

equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

Salary Grade: C1-51

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021