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## **EXTENDED OPPORTUNITY PROGRAM AND SERVICES (EOPS) SPECIALIST**

### **DEFINITION**

Under general supervision, provides administrative and student support services related to the Extended Opportunity Program and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs of the District; collaborates with on-campus community programs, high school outreach, and financial aid to attract and inform prospective students about programs; 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 journey-level class that is responsible for performing specialized program implementation and outreach tasks in the EOPS and CARE programs. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and outside organizations. Positions at this level perform the full range of duties as assigned, working independently, and exercising a high level of judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Coordinator, EOPS in that the latter provides students guidance in setting their educational goals and academic plans while this class provides most of the technical assistance. This class supports the promotional and outreach activities of the EOPS department.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Meets with students on a one-on-one basis to identify and evaluate transfer interests; answers questions on university/college transfer requirements, assists with applications; collects required documents; screens for program eligibility according to established EOPS and CARE guidelines; enrolls eligible students into programs.
- Answers, screens, and routes telephone calls and emails; responds to requests for information, questions and complaints and refers questions and complaints to appropriate staff when necessary; provides general information regarding department and school policies and procedures to staff, students, and parents; serves as liaison to students, parents, staff, faculty, and vendors regarding EOPS and CARE matters.
- Coordinates, organizes and participates in promotional events, workshops, and campus tours for the EOPS and CARE programs; creates and develops flyers, brochures, programs, and other marketing material; and revises workshop materials, handouts, and packets.
- Participates in outreach efforts to high school counselors and students to provide information about EOPS and CARE programs.
- Assists students with matriculation and registration processes.
- Creates and maintains appropriate records and files for EOPS students; compiles and updates records and data electronically in accordance with federal and state guidelines for reporting purposes; checks and ensures accuracy of data.

- Administers program budget; tracks program expenditure; maintains accurate financial records and prepares financial reports for each program; acts as liaison to District Accounting staff in budget and financial matters.
- Refers students to EOPS and CARE counselors for guidance and information.
- Administers student support programs such as the laptop and calculator loan program and the book voucher program.
- Trains and provides work direction to assigned student staff.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, requirements, and guidelines related to EOPS, CARE and other programs.
- Basic budgeting, accounting, financial record keeping principles and practices.
- Interview techniques.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- 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.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
- Assist in the development of community outreach efforts for assigned program(s).
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Prepare basic reports, correspondence, and other written materials.
- Make accurate mathematical and basic statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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 an Associate's degree from an accredited college or university in a related field, and two (2) years of increasingly responsible experience related to educational programs and other student services in a community college.

**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 District 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:** C1-47

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021