

EOPS SPECIALIST

DEFINITION

Under general supervision, performs activities and functions related to the Extended Opportunity Program and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs of the District; promotes programs, educational opportunities, vocational careers, and related services for underrepresented minority and educationally disadvantaged groups; refers potential students to the EOPS program; informs prospective students about programs. Assists students with access to District resources in support of their academic achievement.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of EOPS/CARE. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This classification is responsible for the planning, organizing, and coordinating a variety of activities (both on and off-campus), functions, and events to inform students about EOPS and CARE programs, services, and eligibility requirements. Positions at this level receive direct instruction or assistance as new or unusual situations arise and are fully aware of the procedures and policies of the assigned function. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and District activities, and extensive staff, public, and organizational contact.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Encourage potential student participation in the EOPS and CARE programs; identifies barriers and provides access for students to receive District resources; serves as an advocate for potential students; refers prospective students to other programs if they are better suited for the students.
2. Plans, organizes, and provides EOPS activities for students, community, and on campus to promote EOPS and CARE programs.
3. Refers students to EOPS counselors for guidance and information.
4. Assists students in the College matriculation process.
5. Assists in EOPS/CARE program events; informs prospective students regarding required documentation, completion of application forms, and related information; plans, organizes, and assists with, other on-campus activities, meetings, fairs, and special events for prospective students and parents to promote the EOPS/CARE programs.
6. Assists in planning and developing department orientations for newly incoming students; prepares all information materials, schedules counselors and facilities, and presentations.

7. Creates and maintains appropriate records and files for EOPS students; maintains and updates records and data in accordance with federal and state guidelines for reporting purposes.
8. Answers, screens, and routes telephone calls and emails; takes and distributes messages; greets and directs visitors to the appropriate office or staff member as appropriate; 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.
9. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
10. Provides presentations to prospective students once they have come to the campus (e.g. Connect Four event, Senior Day, Bridge).
11. Arranges student visitation and tours to the College for prospective EOPS/CARE students; disseminates information as requested.
12. Fosters and maintains positive relationships with student, public and private organizations, and community agencies.
13. Assists in processing of student applications and documents for the EOPS/CARE Programs.
14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Prepares and delivers oral presentations related to assigned areas as required.
19. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, practices, and service delivery needs related to the EOPS/CARE Programs.
3. Procedures for planning, organizing, and coordinating a variety of outreach activities and events.
4. Educational, cultural, age-specific, and social needs of the community as they relate to the EOPS/CARE Programs.
5. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the EOPS/CARE Programs.
6. Business letter writing and the standard format for presentations, basic reports, correspondence, and other written materials.
7. Principles and practices of data collection.

8. Business mathematics and basic statistical techniques.
9. Recordkeeping principles and procedures.
10. Modern office practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, socio-economic, disabilities, and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with applicable federal, state, local and District policies, procedures, and regulations.
5. Coordinate assigned program activities, including outreach, brochures, flyers, and related program materials.
6. Prepare basic reports, correspondence, and other written materials.
7. Effectively represent the District in meetings with other schools, community groups, and various other organizations, and in meetings with individuals.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Compose correspondence and reports independently or from brief instructions.
10. Make accurate mathematical and basic statistical computations.
11. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
12. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Operate modern office equipment including computer equipment and specialized software applications programs.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. 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 which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from an accredited college with coursework in educational psychology, psychology, human services, social science, or a related field; and
2. Two (2) years of progressively responsible experience in community outreach to promote educational services.
3. A Bachelor's degree from a regionally accredited college or university in one of the fields mentioned above is desirable.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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, before groups, and over the telephone. This is partially a sedentary office classification and partially requires frequent standing in and walking between work areas. 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.