

Position: EOPS Program Specialist	Salary Grade: 17
Department: Special Programs and Services	FLSA: Non-exempt

Summary

Promotes the enrollment and retention of economically disadvantaged students into the College. Plans, coordinates, and implements programs and activities that reach out to potential students using techniques such as speaking to community groups, organizing programs and events to enhance school readiness, and making direct contact with potential students.

Essential Duties and Responsibilities

- Coordinates and performs a variety of specialized duties to support recruiting and retention of economically disadvantaged, minority and at-risk students.
- Assists with planning, organizing, and conducting outreach activities targeting economically disadvantaged students eligible for EOPS financial assistance and/or services. Assists students with registration by inputting data onto student databases.
- Prepares and delivers advertisements, brochures, newsletters, and informational materials and consults with local print and other media to promote interest in the EOPS program.
- Provides information to potential students regarding EOPS application procedures and College registration, facilities, services, and the instructional program. Provides information on district policies and procedures.
- Collects and records statistical and demographic information about EOPS students. Inputs data onto an automated information system using established data entry screens. Information is used for determining funding levels.
- Assist the Director with hiring, training and providing work direction to assigned student workers, peer counselors and volunteer staff. Completes performance evaluations and resolves performance issues as needed. Terminates student tutors and peer counselors as needed.
- Plans, coordinates, and implements the Summer Readiness (or other similar) Program for EOPS. Monitors and resolves issues and problems associated with the program. Prepares and distributes advertisements for the program. Calculates cost projections and provides to the Director. Orders materials and supplies for the program as authorized. Verifies attendance of participants and instructors.
- Assists in providing guidance, support and assistance to students concerning class schedules, career goals, instructors, and academic progress. Assists students in resolving problems and in communicating effectively with others.
- Establishes and maintains records of student contact. Inputs student data and follow up as needed with telephone calls and correspondence.

- Assist with preparing informational EOPS materials including newsletter articles. Prepares and distributes statistics on EOPS students and send to appropriate personnel for assessment.
- Refer students to various community employment and social service organizations such as the Hi-Desert Mental Health Department, Department of Social Services, employment/unemployment offices, and other local businesses.
- Assist in planning, organizing, and providing a variety of student support services and workshops, and advisory board meetings.
- Communicate with student services personnel, faculty and student body groups to exchange information and coordinate activities.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires in-depth knowledge of state-funded programs and resources encompassing socially and economically disadvantaged students. Requires a working knowledge of higher education certificate and degree requirements that can accommodate disadvantaged students. Requires a working knowledge of Title V, EOPS and other related State regulations. Requires knowledge of the social and cultural programs that can enhance student retention. Requires a working knowledge of funding sources and requirements, as well as the services that may be available to students from other agencies. Requires sufficient human relations skill to convey technical concepts to students, exercise patience, and make presentations secondary schools and outside agencies. Requires sufficient language and writing skills to prepare reports and correspondence. Requires working knowledge of common office productivity software such as student databases, word processing, spreadsheets, and presentation graphics. Requires math skills sufficient to maintain financial and statistical records.

▪ **Abilities**

Requires the ability to carry out all aspects of the position. Requires the ability to implement programs and services that enhance disadvantage student admission, retention, and outplacement into the job market. Requires the ability to demonstrate sensitivity to a diverse population of individuals. Requires the ability to determine student eligibility to participate in special-funded programs by interpreting rules and regulations. May require the ability to perform work assignments at all College locations and off-campus settings.

▪ **Physical Abilities**

Requires sufficient ambulatory ability to move to various work locations. Requires manual hand-eye-arm coordination to use a personal computer. Requires the ability to retrieve, lift, push, pull, and carry lightweight materials on an occasional basis. Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type presentations. Requires near visual acuity to read printed materials.

- **Education and Experience**

The position requires an Associate of Arts degree in a social science or education and two years of experience working with special populations. Additional experience may substitute for some higher education.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003