

## **DESERT COMMUNITY COLLEGE DISTRICT**

### **EOPS/CARE PROGRAM SPECIALIST**

#### **BASIC FUNCTION**

Under the direction of the Director/Coordinator of EOPS/CARE, perform a wide variety of specialized administrative functions in support of the EOPS/CARE Program; evaluate and verify student eligibility for the programs; coordinate communication, prepare and disseminate information concerning EOPS/CARE programs; work with a considerable degree of independence relieving the Director/Coordinator of a wide range of routine program administration.

#### **REPRESENTATIVE DUTIES**

1. Perform a variety of administrative functions. Disseminate information regarding EOPS/CARE programs in person, by telephone, and through email to students, staff, faculty, administrators, and the public. Establish and maintain positive staff and public relations. *E*
2. Review documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions. *E*
3. Review and evaluate applications submitted by students to determine eligibility for participation in the programs in accordance with established State requirements and regulations; distribute final EOPS/CARE eligibility lists to appropriate departments and offices. Prepare and maintain student files to meet state auditing regulations. *E*
4. Update eligibility meeting presentation and obtain items for student packets. Schedule and conduct eligibility meetings for new EOPS/CARE students. *E*
5. Enter and maintain student information in the MIS database required by the state Chancellors Office. Process and monitor the EOPS and CARE Book Service Program in collaboration with the COD Bookstore and the Financial Aid office; maintain accurate reports; identify and correct errors. *E*
6. Distribute and collect Student Progress Reports each semester; notate student file for auditing purposes; perform queries to determine the number of units successfully completed or enrolled by students; calculate grade point averages and semesters completed to verify eligibility for continuing in program each semester. *E*
7. Disseminate information to EOPS/CARE students, including financial aid and scholarship information, important dates, reminders regarding contacts and progress report due dates via specialized email merge to insure student privacy. *E*
8. Facilitate communications and coordinate activities between the Coordinator, staff, public, and other personnel. Arrange and schedule a variety of meetings and appointments for EOPS and CARE staff; gather and prepare materials for meetings; attend a variety of meetings and record notes as assigned. *E*
9. Monitor budget expenditures and transfers, and maintain financial records as assigned; maintain current account balances. *E*
10. Order and maintain office supplies and other materials; obtain necessary supplies for student survival kits, meetings and other activities. Receive, open and distribute mail; receive visitors, answer telephone calls and refer to appropriate staff members. *E*
11. Operate a variety of office machines and equipment including a computer and applicable software including Microsoft Office Suites, financial and student databases, typewriter, copier, calculator, and other equipment; process maintenance requests on office equipment. *E*
12. Organize an efficient filing system and maintain a variety of files and records; maintain student records and documentation to ensure accurate tracking of progress assist in compiling and entering data and preparing comprehensive reports for auditing purposes. *E*
13. Maintain and update the EOPS and CARE Web Pages; add and/or remove links to the EOPS and CARE applications. Edit content on Web Pages when changes occur as necessary. Compile information and produce flyers and handouts. *E*

14. Attend and participate in professional development activities as assigned. *E*
15. Train, assign, and review the work of student workers. *E*
16. Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Requirements, goals, and objectives of the EOPS and CARE programs; applicable state laws and regulations; FERPA; confidentiality requirements when dealing with personal and sensitive student information, diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, principles, practices, and procedures of business letter writing and report preparation; budgetary, accounting and record keeping methods and procedures; files maintenance and information retrieval systems; office procedures, methods, and equipment including computers and applicable software applications such Microsoft office Suite and financial and student databases; financial aid programs; interpersonal skills using tact, patience, and courtesy; correct English usage, grammar, spelling, punctuation, and vocabulary.

**Ability to:** Perform and coordinate office, secretarial and clerical work involving independent judgment and requiring accuracy and speed; learn to interpret and explain College and State EOPS and CARE Program Regulations and Auditing Guidelines; interact with individuals from diverse cultures and backgrounds; add, subtract, multiply and divide quickly and accurately; understand and interpret rules and written directions and apply to specific situations; compose correspondence independently; perform duties effectively with many demands on time and constant interruptions; operate office machines including computer and applicable software including Microsoft Office Suites, student and financial databases; establish and maintain cooperative and effective working relationships with others; meet schedules and time lines; plan and organize work; communicate effectively both orally and in writing to exchange information; work independently with little direction; gather data and prepare comprehensive reports; communicate policies; guidelines, regulations, and laws to staff, students, and public; meet schedules and timelines; maintain confidentiality of student record; maintain complex and varied files and records; operate a variety of office machines and equipment; lift 25 pounds; bend at the waist, kneel, or crouch to file materials, sit or stand for extended periods of time.

### **EDUCATION AND EXPERIENCE**

Any combination equivalent to: Associates Degree and three (3) years of increasingly responsible experience in student services or a related program, including as least two (2) years of experience involving substantial public contact serving a diverse clientele.

### **LICENSES AND OTHER REQUIREMENTS**

Valid California driver's license. Must have an acceptable driving record and current vehicle insurance meeting State of California requirements. Occasional travel required.

### **WORKING CONDITIONS**

**Environment:** Office environment. Constant interruptions. Requires some evening and weekend or flexible hours.

### **EMPLOYMENT STATUS**

Bargaining Unit Position

Classified Salary Range 9

Approved 8/16/13

E=Essential Function