

DESERT COMMUNITY COLLEGE DISTRICT

UPWARD BOUND SUPPORT ASSISTANT

BASIC FUNCTION

Under the direction of the appropriate Supervisor, conduct recruitment and new student orientation, explain the college application, admissions and financial aid processes, and present grant related workshops and activities. The Upward Bound Grant Support Assistant (UBSA) provides general information to students, parents, staff, high school counselors and the general public regarding Upward Bound policies and procedures, particularly in areas of academic support (tutoring) and financial aid. The UBSA is responsible for the collection and gathering data, maintenance of databases, and preparation of a variety of statistical records and reports related to assignment. The UBSA will also serve as a retention liaison working collaboratively with high school counselors, administrators, and Upward Bound staff. Due to the demographics of students and parents served by the program whose first language is Spanish, a work related requirement to clearly and concisely communicate orally and in writing in English and Spanish has been established.

REPRESENTATIVE DUTIES

The following duties are representative of the essential functions of the position.

1. Provide support to counselors to meet Upward Bound grant goals and objectives.
2. Provide detailed information and make appropriate referrals to current and in-coming students regarding Upward Bound policies and regulations, college admissions, financial aid, and available student support.
3. Assist students with the completion of college applications for admissions and financial aid.
4. Provide general information to students, parents, and community members regarding Upward Bound programs and services, academic majors, two- and four-year degree programs, financial aid and scholarship opportunities.
5. Conduct outreach at target high schools and communicate with students as needed and directed. Serve as a retention liaison and review student records to confirm progress toward high school diploma completion, credits earned, A-G courses, and GPA requirements for college admission.
6. As assigned by the Coordinator, represent Upward Bound and its related activities at various meetings, conferences, and community events.
7. Under the direction of the Coordinator, assist in organizing, planning, scheduling, and the delivery of grant related activities, including tutor and new student recruitment, orientation sessions, application and financial aid workshops, student development workshops, college readiness events, and campus tours. Participate in the summer residential activity.
8. Collect and gather data, prepare and maintain a variety of files, records and databases related to services and activities; maintain records and documentation to ensure accurate tracking of student progress; and assist in compiling and entering data and preparing comprehensive reports, including, but not limited to the grant's Annual Performance Report.
9. Assist in the design, preparation, and distribution of promotional materials. Maintain web pages and social networking sites. Operate a computer and related software.
10. Establish and maintain cooperative working relationships and good customer service with students, parents, staff, faculty, and the general public.
11. Work with the Coordinator and college and high school counselors to identify areas to improve student success, persistence and retention rates as outlined in the grant goals and objectives.
12. Perform general clerical work; prepare a variety of documents and forms; answer telephones; greet students, parents, staff, faculty, and general public; and schedule tutor interviews and appointments.
13. Assign, train, supervise, and review the work of assigned student workers.
14. Attend and participate in professional development activities, as assigned by the Upward Bound Coordinator.

15. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Mission, goals, and objectives of the Upward Bound program; generally accepted policies and procedures regarding outreach, admissions, registration, financial aid and other program services; available institutional and community resources; public speaking and presentation techniques; applicable district, state and federal laws and regulations; confidentiality rules and procedures, especially with regard to FERPA; data collection and basic research principles and practices; record keeping techniques; telephone techniques and professional etiquette; diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students; modern office practices, procedures, and equipment including computers and applicable software applications such as word processing, spreadsheets, design, presentations, e-mail, and databases; interpersonal skills using tact, patience, and courtesy; principles and practices of providing training, work direction, and guidance to student workers; correct English and Spanish, grammar, spelling, punctuation, and vocabulary.

Ability to: Perform a wide variety of specialized duties related to Upward Bound activities and events; college admissions, financial aid and other related program services; prepare and give oral presentations to current and in-coming students and their parents; understand, interpret, and follow direction related to administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; respond to requests and inquiries from students, parents, staff, or the general public and provide appropriate referrals; develop and maintain appropriate outreach materials; maintain current knowledge of related fields; compile and analyze data related to assigned functions and prepare related reports; maintain filing and record-keeping systems; compose and prepare correspondence and memoranda; schedule interviews and appointments, plan and organize work to meet schedules and changing deadlines; operate a variety of office machines and equipment including computers, typewriters, calculators, copiers and fax machine and related software such as word processing, spreadsheet, design, presentations, e-mail, and database applications; work under tight deadlines with frequent interruptions and a high degree of public contact by phone or in person; work independently and effectively with minimal supervision; exhibit sensitivity and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of high school students; communicate clearly and concisely, both orally and in writing in English and Spanish; establish and maintain effective working relationships; bend at the waist, kneel or crouch to file materials; sit or stand for extended period of time; lift 25 pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to: a Bachelor degree in social sciences or related field and two (2) years of increasingly responsible work experience in a college setting and/or student service program and the ability to communicate effectively both orally and in writing in English and Spanish.

WORKING CONDITIONS

Environment: Office, lab and classroom environments; frequent workshops and activities; constant interruptions; some outdoor activities; travel to East and West Valley locations and within the region. Travel with students and staff to week-long summer residential location. Flexible work schedule is required due to events scheduled on evening and weekends.

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.

EMPLOYMENT STATUS

Classified Bargaining Unit Position

Classified Salary Schedule Range 12

Approved 10/2013