CLASS SPECIFICATION
EOPS Program Assistant I

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE
Under supervision, performs a variety of administrative support and clerical duties in support of Extended Opportunities Program and Services (EOPS) operations and programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
EOPS Program Assistant I is responsible for performing a variety of administrative support and clerical duties in support of EOPS program and services, including providing assistance to students at a public counter and over the telephone, answering routine questions regarding program requirements and services, scheduling student appointments, maintaining and updating student files and records and maintaining counselor calendars.

EOPS Program Assistant I is distinguished from EOPS Program Assistant II in that incumbents in the latter class are responsible for performing technical and specialized duties in support of EOPS programs and services, requiring a greater knowledge of District and program regulations and requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assists in the daily administration of the EOPS Office; answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate staff member; researches and responds to routine questions regarding program requirements and operations according to established procedures or refers to appropriate staff member; receives, sorts and distributes incoming and outgoing mail; composes routine correspondence.

2. Provides assistance to students at a public counter and over the telephone; provides information to potential students regarding EOPS programs and services; preliminarily determines student eligibility for programs; schedules student appointments with counselors; maintains counselor calendars and files; pulls student files for counselors.

3. Prepares, maintains, organizes and updates student files and records; inputs data into system to track student progress; updates and maintains statistical data and information.

4. Checks student status and eligibility and distributes gas cards, bus passes and parking permits;
distributes backpacks and binders to students attending orientations.

5. Performs a variety of general administrative and clerical duties as assigned; copies various documents and materials, including large duplication orders; duplicates, assembles and distributes materials and packets; creates, updates and maintains routine records, lists, inventories and indexes; deletes and purges closed files; places and removes material in storage; orders and maintains office supplies and materials as needed.

QUALIFICATIONS

Knowledge of:

1. EOPS program objectives, administration and regulations.
2. District organization, operations, policies and objectives applicable to areas of responsibility.
3. Administrative practices and procedures, including record keeping and filing practices and procedures.
4. Operation of standard business software and equipment.
5. Principles and practices of sound business communication.

Ability to:

1. Relate effectively to economically and educationally disadvantaged students.
2. Advise and assist students enrolled in the program.
3. Understand, interpret, explain and apply District and program policies and procedures.
4. Follow oral and written instructions.
5. Communicate clearly and effectively, both orally and in writing.
6. Prepare clear, concise and accurate correspondence and other written materials.
7. Operate a computer using word processing and other business software and other standard office equipment.
8. Organize and maintain specialized files.
9. Maintain confidentiality of District and student files and records.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
11. Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work.
**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of responsible office administrative or clerical experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; learn and apply new information and skills; work on multiple concurrent tasks with constant interruptions; and interact with District management, staff, students, the public and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.