Long Beach Community College District

CLASS SPECIFICATION
EOPS Program Specialist

Date Adopted: May 22, 2006

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

GENERAL PURPOSE
Under general supervision, performs a variety of technical and specialized duties and functions in support of Extended Opportunities Program and Services (EOPS) operations and programs; recruits, promotes and retains the enrollment of low-income and academically disadvantaged students in the EOPS program; delivers oral presentations on District and EOPS programs and services to potential students and community groups; provides information to students and the public regarding EOPS programs and services; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
EOPS Program Specialist is responsible for performing a variety of specialized and technical duties in support of EOPS program and services in order to recruit, promote and maintain enrollment of low-income and academically disadvantaged students in the EOPS program. Incumbents are also responsible for determining eligibility, screening and processing applications for EOPS and Cooperative Agencies Resources for Education (CARE) programs and monitoring and tracking student academic progress.

EOPS Program Specialist is distinguished from EOPS Program Manager in that an incumbent in the latter class is responsible for managing and administering District-wide EOPS programs and services.

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. Provides information to potential students regarding EOPS and CARE application procedures and college registration, facilities, services and the instructional programs; distributes brochures, newsletters and informational materials; meets with students to assess needs and provide resources and make referrals to other college and community resources as appropriate.

2. Checks eligibility, screens, processes and codes applications for EOPS and Cooperative Agencies Resources for Education (CARE); awards EOPS and CARE grants to students according to federal, state and local regulations and requirements; notifies students of ineligibility and advises students of requirements that must be met in order to become eligible.

3. Schedules CARE and EOPS students for workshops, orientations and special events; provides information on program eligibility and requirements to new program students; tracks student attendance at workshops.
4. Inputs student data into the system and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status and eligibility for gas cards, bus passes and parking permits.

5. Coordinates and schedules student appointments with counselors; pulls student files for counselors.

OTHER DUTIES
1. Assigns and provides direction to EOPS peer advisors.
2. Assists in preparing EOPS and CARE annual reports.
3. Plans and conducts special events and outreach activities to recruit low-income and academically under-prepared students eligible for EOPS and CARE programs and services.
4. Orders and maintains office supplies and materials as needed.

QUALIFICATIONS

Knowledge of:
1. EOPS and CARE program objectives, administration and regulations.
2. Applicable sections of State Education Code, Title V and other applicable laws, rules and regulations governing EOPS and CARE programs and services.
3. District organization, operations, policies and objectives applicable to areas of responsibility.
4. Educational and career opportunities for economically disadvantaged students.
5. Community agencies and resources available to students.
6. Administrative practices and procedures, including record keeping and filing practices and procedures.
7. Basic research techniques, methods and procedures.
8. Operation of standard business software and equipment.
9. Principles and practices of sound business communication.

Ability to:
1. Plan, schedule and deliver oral presentations to various groups in the community about EOPS and CARE programs and procedures.
2. Recruit and promote enrollment of target student populations.
3. Relate effectively to economically and educationally disadvantaged students.
4. Organize, set priorities and exercise sound independent judgment within areas of assigned
responsibility.

5. Interpret, apply, explain and reach sound decisions in accordance with District policies and procedures.

6. Communicate clearly and effectively, both orally and in writing.

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, counselors, staff, students, federal and state funding agencies, community agencies, 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 two years of progressively responsible experience working with low-income and academically disadvantaged groups in a public service environment; 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; perform highly detailed work on multiple concurrent tasks with constant interruptions; and interact with District management, counselors, staff, students, federal and state funding agencies, community agencies, 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.