CLASS SPECIFICATION
EOPS Program Assistant II

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

GENERAL PURPOSE
Under general supervision performs a variety of administrative support duties in support of EOPS operations and programs; input student book grants into software that is linked to ASB bookstore accounting system; provide overall office support to students and staff.

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. Assist the department in setting-up and maintaining counselors’ master schedules; schedule meeting rooms for various department meetings/groups; data input for the EOPS book grant program prior to the beginning of the fall and spring semesters; identify office supply needs.

2. Review with students qualifications to initially ensure eligibility for the EOPS program; assist in screening and processing student applications/records for acceptance into the program; prepare applications for program specialist review and student record creation in the data system; review student files for continued eligibility to remain in the EOPS program; address inquiries regarding EOPS eligibility and general questions; monitor EOPS students progress to ensure regulation compliance; create and maintain EOPS/CARE student files; create, maintain and ensure that all EOPS student files are accurate and in compliance within Title V guidelines; contact students regarding program status and provide information regarding required student tasks/activities; create, compose and prepare newsletters, brochures, literature, forms and documents necessary to distribute publicly to existing EOPS students or possible EOPS eligible students; organize applications for the program; investigate and request clearance for student book grants with Financial Aid or ASB.

3. Purchase office supplies per approval of the director within budget constraints; receive, inventory, and dispense office supplies; create and maintain a variety of files and records; receive, sort, and distribute mail.

4. Create Excel and other data reports regarding student appointment show rate, required number of department appointments, and cursory analysis of appropriate appointment distribution.

5. Create Excel and other data reports for the purpose of assisting the director in assessing student population/demographics, meeting program caps, identifying achieved student learning outcomes and other student success outcomes.

6. In the absence of Program Assistant I or Office Assistant, assist in facilitating the daily operations of the EOPS office. Greet students, schedule student appointments, assist in troubleshooting student
eligibility questions, participate in initiating the EOPS application intake process, create and maintain student files.

OTHER DUTIES

1. Take minutes for staff meetings or committee meetings as assigned.

QUALIFICATIONS

Knowledge of:

1. EOPS program objectives, administration and regulations.

2. Applicable sections of the State Education Code, Title V and other applicable laws, rules and regulations governing EOPS programs and services.

3. Community agencies and resources available to students.

4. District organization, operations, policies and objectives applicable to areas of responsibility.

5. Operation of standard business software and equipment.

6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

7. Filing and record keeping practices and procedures.

Ability to:

1. Relate effectively to economically and educationally disadvantaged students.

2. Advise and assist students enrolled in the program.

3. Operate a computer using word processing, spreadsheet and other standard business software.

4. Operate other equipment related to area/s of responsibility.

5. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

6. Interpret, apply and reach sound decisions in accordance with College and department policies and procedures.

7. Communicate clearly and effectively, orally and in writing.

8. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.

9. Establish and maintain effective working relationships with College management, administrators, 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 two years 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 job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; perform work on multiple, concurrent tasks; work with frequent interruptions; and interact with students, District management and staff, vendors 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.