Under general direction, plans, supervises, integrates, coordinates and evaluates the operations and activities of the District’s Extended Opportunity Program and Services (EOPS); interviews, advises and assists students enrolled in the program; provides information to students and the public regarding EOPS programs and services; and performs related duties as assigned.

EOPS Program Manager is responsible for planning, managing, implementing and administering District-wide EOPS programs and services. The incumbent provides administrative and technical management and coordination on EOPS program activities. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of EOPS and student issues and sensitivities within the framework of established policies, procedures and guidelines.

EOPS Program Manager is distinguished from other professional District classes in that an incumbent in the former class is responsible for managing and administering District-wide EOPS programs and services.

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. Plans, supervises, integrates, coordinates, oversees and evaluates the programs and services offered by the District’s Extended Opportunity Program and Services (EOPS); generates and disburses EOPS grants and services to eligible students; selects, trains, provides work direction to and supervises the work of EOPS program staff; assists management in the planning and development of EOPS projects and programs; plans, coordinates and conducts special events and workshops; monitors and participates in producing EOPS newsletters.

2. Performs eligibility reviews of EOPS applicants according to Title V guidelines; awards and prepares EOPS packages for students according to federal, state and local regulations and requirements; performs program pre-assessments for new EOPS eligible students and performs follow-up assessments of continuing EOPS students; monitors EOPS student award amounts and student activities to ensure continuing compliance with Title V regulations; identifies ineligible students and cancels awards; meets with students to mediate and resolve probationary status, needs and concerns; authorizes discretionary expenditures as appropriate.
3. Coordinates EOPS program award activities with the Financial Aid Office; coordinates EOPS activities with campus Transfer Center, Career Center, Bookstore and Admissions to provide special assistance to EOPS students.

4. Provides information regarding EOPS programs and services as requested; provides program orientation and training information to EOPS peer advisors; conducts student orientations.

5. Prepares, updates and maintains a variety of records, files and reports regarding EOPS student contract plans, statistics, expenditures and obligations; monitors and evaluates student majors, grades, units completed, required remedial classes, disability status, current and outstanding transcripts and counselors notes to ensure satisfactory academic progress; inputs data into system to track student progression.

**OTHER DUTIES**

1. Attends a variety of meetings, training sessions, seminars, workshops and conferences as required.

**QUALIFICATIONS**

Knowledge of:

1. Federal, state and local laws, regulations and court decisions governing EOPS programs and services.


3. Governments and community resources available to students.

4. Basic research methods and data analysis techniques.

5. Administrative practices and procedures, including record keeping and filing practices and procedures.

6. Standard business software, including word processing and spreadsheet programs.

7. Principles and practices of sound business communication.

Ability to:

1. Manage, oversee and administer the programs, services and staff of the Extended Opportunity Program and Services function.

2. Interview, advise and assist students enrolled in the program.

3. Monitor and develop student accountability systems.

4. Provide information to the public regarding EOPS programs and services.

5. Relate effectively to economically and educationally disadvantaged students.

6. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.
7. Interpret, apply, explain and reach sound decisions in accordance with District policies and procedures.

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

9. Prepare clear, concise and accurate reports, correspondence and other written materials.

10. Operate a computer using word processing and other business software and other standard office equipment.

11. Organize and maintain specialized files.

12. Maintain confidentiality of District and student files and records.

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

14. Establish and maintain effective working relationships with District management, administrators, 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 a four-year college or university with a major in sociology, education, social work, business administration or a related field; and at least three years of progressively responsible experience working with disadvantaged students; 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
complex problems; use math/mathematical reasoning; perform highly detailed work on multiple concurrent tasks with constant interruptions; and interact with District management, administrators, 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.

The employee works under typical office conditions, and the noise level is usually quiet.