

## **EOPS SPECIALIST**

### **BASIC FUNCTION**

Performs activities and functions related to Extended Opportunity Programs and Services (EOPS) and its supplemental programs, including Cooperative Agencies Resources for Education (CARE) and NextUp (Cooperating Agencies Foster Youth Educational Support) programs; evaluates program applications to determine eligibility; and collects and submits data for EOPS, CARE, and NextUp mandated reports.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing a variety of activities to inform students about EOPS services and eligibility requirements. Employees at this level exercise judgment and initiative in assessing services and accommodations to assist students with economic, linguistic, and educational challenges, as defined by Title V; positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Provides information on EOPS, CARE, and NextUp programs using knowledge, judgment, and interpretation of policies, procedures, and regulations according to Title V regulations; participates in coordinating and implementing the EOPS book grant component, including budgeting and monitoring of funds according to allocation; assists with the EOPS application process to determine student eligibility for admission to the program(s).
2. Serves as primary contact for EOPS, CARE, and NextUp students; assists in implementing the CARE and NextUp supplemental programs, including implementing the CARE Child Care grants and NextUp stipends, Transportation Services, and Meal Grants, including budgeting and monitoring funds according to fiscal year allocations.
3. Provides information and answers complex questions regarding EOPS, as well as district and college programs, policies, and procedures; enters and maintains EOPS, CARE and NextUp student data elements to develop internal and external reports, as required by the State Chancellor's Office for MIS reporting.
4. Participates in planning and organizing EOPS, CARE, and NextUp program orientations, workshops, and activities.
5. Communicates regularly with on and off campus departments and agencies that serve EOPS, CARE, and NextUp eligible populations; develops and disseminates program newsletter and publication materials.
6. Assists in administering surveys and other assessment measures and compiling results.
7. Schedules, arranges, and confirms appointments, meetings, and conferences.
8. Maintains a variety of complex files and budget records; records expenditures, transfers funds, and maintains current account balances for the office.
9. Orders, inventories, stores, and issues department/program supplies.
10. Participates in District-provided in-service training programs.
11. Performs other related duties as assigned; specific duties not listed does not exclude them for this

classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices, and service delivery needs related to the EOPS, CARE, and NextUp programs.
2. Program eligibility rules.
3. Educational, cultural, age-specific, and social needs of the community as they relate to the EOPS, CARE, and NextUp programs.
4. Methods and techniques of interviewing and obtaining information from program participants.
5. Applicable federal, state, local, and general policies, codes, regulations, technical processes, and procedures related to the EOPS, CARE, and NextUp programs and Title V regulations.
6. Student financial assistance programs available to students.
7. Community resources which serve the needs of students.
8. District and college academic policies, rules, and regulations.
9. Mathematical skills.

### **Ability to:**

1. Provide support to a diverse range of students participating in assigned programs.
2. Interpret and explain policies, rules, and regulations.
3. Assess student needs and provide referrals/options to meet those needs.
4. Plan and participate in program orientations, workshops, and activities.
5. Prepare and edit reports and other documents.
6. Maintain confidentiality in all matters.
7. Maintain accurate and well-organized records.
8. Perform required mathematical calculations quickly and accurately.
9. Exercise independent judgment within general policy and procedural guidelines.
10. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
11. Communicate effectively in the course of performing work tasks.
12. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
13. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
14. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

### **Education and Experience:**

An associate's degree in social services or a related field and two (2) years of experience providing technical support to a social services or student services program designed to meet the needs of underrepresented individuals; or an equivalent combination of education, training, and/or experience.

### **Licenses and Certifications:**

None.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.