

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EOPS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director-EOPS/CARE/CalWORKs, plan, organize, coordinate and implement all program events; coordinate student worker's assignments and schedules, assist EOPS Student Program Advisors with student in-takes, outreach activities and the summer bridge programs; maintain caseload database, web site and face book page; serve as an informational resource concerning EOPS programs, services, and functions.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, coordinate and implement all EOPS program cultural events and activities, to include, but not limited to, New Student Orientations, Semester Welcome Week, workshops, Thanksgiving Dinner Giveaway, Winter Celebration, and the Year-end Recognition barbecue.

Create, schedule, and coordinate all summer bridge program educational field trips and activities. Assist program staff with summer bridge program activities.

Serve as an informational resource concerning EOPS programs, services, and functions; respond to inquiries and provide information concerning related standards, requirements, data, practices, policies and procedures; coordinate program support functions for students.

Interview program applicants to determine eligibility for EOPS program; evaluate applicant information to determine eligibility status; assist Student Program Advisors in student in-takes and outreach activities.

Provide students with in-take paperwork required for the EOPS program and services; assist students with completing EOPS, childcare, and various financial aid forms and applications; receive, compile, process, proofread and verify completeness and accuracy of required applications and documents.

Develop and maintain program's web site, face book page, and program's calendar.

Train and provide the scheduling and work direction and guidance to student workers as directed.

Input a variety of student data into an assigned computer system; establish and maintain automated records and files.

Prepare and maintain various records and reports related to students, budgets, accounts and assigned activities and EOPS programs; establish and maintain filing systems.

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Perform a variety of clerical duties in support of assigned EOPS programs; initiate and receive telephone calls; prepare and distribute a variety of correspondence.

Communicate with students, personnel and various outside agencies to exchange information and resolve issues or concerns; refer students to other College departments, community resources and outside agencies as appropriate.

Operate a variety of office equipment including a computer and assigned software; oversee the development of technological systems providing assistance to students as directed; drive a vehicle to conduct work.

Participate in promotional activities to enhance student knowledge of assigned EOPS programs and activities.

Maintain office and student supplies, order supplies as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization, coordination and implementing of EOPS programs, services and activities.
Educational programs, services and resources related to program eligible students.

Modern office practices, procedures and equipment.

General interviewing and advisement techniques.

Policies, goals and objectives of assigned programs, services, and activities.

Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of college students.

Operation of a computer and assigned software.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Business letter and report preparation techniques.

Database and file maintenance.

Record keeping and report preparation techniques.

ABILITY TO:

Plan, organize, coordinate and implement EOPS programs, services and activities.

Serve as an informational resource concerning EOPS programs and functions.

Learn, interpret and explain application and enrollment standards, requirements, policies and procedures related to EOPS programs.

Receive, process, verify and assist students with completing a variety of forms and applications.

Interview program applicants and assess related information to determine eligibility for EOPS.

Maintain EOPS student database, files, and statistical records and prepare reports.

Operate a computer and assigned software.

Meet schedules and time lines.

Communicate effectively both orally and in writing.
Establish and maintain effective working and cooperative relationships with others.

EDUCATION AND PAID EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level coursework in social services or related field and three years of increasingly responsible experience involving experience working with high school or college students.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Drive a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Walking to perform activities.
Bending at the waist, kneeling or crouching to file and retrieve materials.
Ability to lift moderately heavy objects occasionally (up to 30 pounds).

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.