

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EOPS SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director of EOPS, supervise and coordinate the operation and activities of the EOPS office; review, recommend, implement and interpret departmental policies and procedures and State and Federal regulations related to EOPS/CARE programs; train, supervise and evaluate assigned staff.

REPRESENTATIVE DUTIES:

Coordinate the operation and activities of the Extended Opportunity Program and Services (EOPS) office including Cooperative Agencies Resources for Education (CARE) and Summer Readiness Program (SRP).

E

Participate in the development and implementation of goals, objectives, policies and priorities; recommend and implement resulting policies and procedures. *E*

Supervise, coordinate and review the work plan for assigned EOPS activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems. *E*

Provide information and assistance to the college community, local high schools, other colleges and universities, government agencies, private sector and community organizations in the marketing of and recruitment for the EOPS/CARE/SRP program through presentations, pamphlets, brochures, flyers, letters, telephone and personal contact. *E*

Provide support in the coordination of EOPS/CARE activities at the Southwestern College off-site centers.

E

Maintain current and accurate MIS data required for the program; develop computer applications which enhance EOPS operations. *E*

Select, train, motivate and evaluate assigned EOPS personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. *E*

Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend adjustments as necessary. *E*

Participate on various committees; attend and participate in professional group meetings; stay abreast of new developments in EOPS.

Participate in local and State-wide professional and technical development activities.

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Procedures and operations of Student Support Services.

Extended Opportunity Program and Services/CARE philosophy, theory and methodology.

Extended Opportunity Program and Services/CARE regulatory requirements.

District organization, operations, policies and objectives.

Proper telephone techniques and etiquette.

Principles and procedures of record keeping.

Modern office procedures, methods and equipment including computers and applicable software.

Principles of supervision, training and performance evaluation.

EOPS Supervisor (*Continued*)

ABILITY TO:

- Organize and supervise the daily operations of the EOPS office.
- Perform specialized technical duties related to Student Support Services.
- Supervise, direct and coordinate the work of assigned staff.
- Select, supervise, train and evaluate staff.
- Determine student eligibility according to established guidelines.
- Organize and maintain required MIS data.
- Maintain audit documentation for EOPS regulations.
- Maintain a high standard of technical specialty in the area of EOPS/
- Interpret, apply and explain EOPS/CARE regulations.
- Analyze situations accurately and adopt an effective course of action.
- Work with and be sensitive to diverse racial, ethnic, disabled, sexual orientation and cultural populations.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: an Associates degree and four years of progressive responsible experience requiring supervision, leadership, organizational and technical skills in the area of EOPS/CARE in an environment involving extensive public contact.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Constant interruptions.

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information in person or on the telephone.
- Dexterity of hands and fingers to operate a computer keyboard.
- Reaching overhead, above the shoulders and horizontally.
- Sitting for extended periods of time.
- Seeing to read a variety of materials.

HAZARDS:

- Contact with dissatisfied or abusive individuals.

APPROVED BY THE GOVERNING BOARD ON: September 9, 1998