

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EOPS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of EOPS, perform a variety of technical duties related to EOPS operations including monitoring of progress reports, academic probation and priority registration, workshop logistics, preparing master calendar of activities, follow-up of students and statistical reports.

REPRESENTATIVE DUTIES:

Monitor progress reports distributed to and received from faculty, scheduling of counseling and staff support for walk-in counseling, distribution of completed reports to students and preparation of final status report. *E*

Arrange, confirm speakers and monitor identified workshops. *E*

Prepare and distribute, to EOPS students and staff, monthly calendars of EOPS activities. *E*

Follow-up with EOPS students who received "unsatisfactory" progress reports, who are on academic probation, who are non-returning, dropped down to "zero units" and transferring to four-year colleges and universities. *E*

Distribute and monitor priority registration materials, including sending information to students and scheduling of staff and counselor walk-in times. *E*

Maintain various records and files related to EOPS operations; prepare statistical reports summarizing EOPS activities. *E*

Provide information and assistance to students; interpret and explain District policies and eligibility requirements for EOPS and CARE programs. *E*

Assist in Summer Readiness activities.

Attend a variety of meetings regarding EOPS program.

Operate various office equipment including a computer as assigned.

Train and provide work direction to student workers in office.

Provide assistance to other EOPS students services staff as needed.

Perform related duties as assigned.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Rules, regulations, policies and procedures concerning EOPS operations.
Modern office practices, procedures and equipment.
Operation of various office equipment and on-line computers.
District organization, operations, policies and objectives.
Applicable sections of the State Education Code and other applicable laws.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Referral agencies, services and departments on and off campus.

ABILITY TO:

Perform technical duties related to EOPS operations, including monitoring, mail-outs and workshop logistics.
Provide specialized information and assistance to EOPS students.
Learn, interpret and explain EOPS laws, rules, regulations and guidelines.
Communicate effectively both orally and in writing.
Train and provide work direction to others.
Maintain records and prepare reports.
Meet schedules and time lines.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.
Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level course work with a major in business or related field and two years of increasingly responsible experience in a student services area involving frequent student contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Dexterity of hands and fingers to operate a computer keyboard.

HAZARDS:

Contact with dissatisfied or abusive individuals.