

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

EOP&S TECHNICIAN II (Extended Opportunity Programs & Services)

Salary Range 14

BASIC FUNCTION: Under the direction of the Director of EOP&S, performs a variety of tasks related to assisting students who apply for the EOPS/CARE programs; assisting the EOPS Specialist in recording use of student support services; promoting and expanding EOPS support delivery; assisting with EOPS recruitment and outreach; and attending meetings and conferences, workshops, and seminars. Performs other related responsibilities as may be assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Assists students applying for EOP&S and CARE program and resources; interviews students; assists with completion of student application; explains the contract and responsibility agreement; and reviews applications for completeness and accuracy. (E)
- Performs technical duties related to departmental computer systems; assist in determining eligibility parameters; manage electronic data exchange process required for transmission of data; assist with processing student files; coordinate MIS EOP&S reporting process. (E)
- Performs eligibility analysis for the EOP&S program; enters and revises data in the computer; generates, files, and distributes award contracts, budgets and related documents. (E)
- Monitors front desk activities; answers telephones, directs calls, takes messages, sends faxes, provides information for student enquiries. (E)
- Interviews and advises students concerning application and eligibility; interprets and explains State, federal, and district regulations, requirements, policies and procedures. (E)
- Monitors continued eligibility of students. (E)
- Coordinates the distribution of parking and meal tickets for CARE students.
- Ensures new and continuing students have an education plan.
- Maintains current knowledge of State and Federal regulations, and district guidelines and programs; attends meetings, workshops and conferences regarding changes in program requirements, application procedures and student support services. (E)
- Interviews and advises students concerning applications and eligibility. (E)
- Assists with the coordination of communication and activities with various campus departments and personnel, governmental, and private agencies. (E)
- Trains and provides work direction to student workers as assigned.
- Prepares and maintains a variety of records, files and reports related to EOPS/CARE activities; compile and maintain statistical data for inclusion in State reports. (E)
- Assists with EOPS/CARE recruitment and student orientation activities in the local community and on campus.
- Makes arrangements for and accompanies students on campus tours.
- Operates a variety of office equipment and machines including computers, peripheral equipment, typewriters, calculators, copiers, and fax machines. (E)
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school and three years of experience working in an educational institution in an EOP&S program or similar type of program working with students handicapped by education and economical disadvantages including experience involving statistical and financial recordkeeping.

KNOWLEDGE OF:

Rules, regulations, procedures, policies and function of State EOP&S and CARE programs
Methods and techniques of determining eligibility
College and community resources to assist students
EOP&S, CARE, and financial aid programs and services
Interpersonal skills using tact, patience and courtesy
Interviewing and advising techniques
Personal and financial problems encountered by college students and parents
Financial and statistical recordkeeping techniques
Modern office practices, procedures and equipment
Oral and written communication skills
Applicable sections of State Education Code and other applicable laws
College and community resources available to students
Applicable computer operation and software

ABILITY TO:

Determine eligibility for EOP&S and CARE programs
Read, interpret, apply and explain rules, regulations, policies and procedures
Exercise sound judgment in reviewing and evaluation EOP&S applications
Operate computer and applicable software
Analyze situations accurately and adopt an effective course of action
Add, subtract, multiply and divide quickly and accurately
Communicate effectively both orally and in writing
Plan and organize work projects
Work independently with little direction
Meet posted schedules and dated timelines
Establish and maintain cooperative and effective working relationships with others
Relate effectively to economically disadvantaged students
Interview and advise students

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Trains and provides work direction to student workers as assigned.

CONTACTS: Co-workers, other departmental staff, students, the general public.

PHYSICAL EFFORT:

Requires the ability to exert some physical effort, such as walking, standing and light lifting
Dexterity in the use of fingers, limbs and body in the operation of office equipment.
Tasks require extended periods of time at a keyboard.

WORKING CONDITIONS:

Normal office environment subject to many interruptions.