



TITLE	CLASSIFICATION	SALARY GRADE
EOPS/CARE SPECIALIST	CLASSIFIED	GRADE: K
BOARD POLICY REFERENCE:		2015/16 Classification Review

JOB DESCRIPTION:

Under general supervision, provide information and services to prospective and current students, and to faculty and staff regarding the Extended Opportunity Programs and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs; perform intake duties and process applications for EOPS and CARE.

SCOPE:

The EOPS/CARE Specialist serves as a resource for EOPS/CARE information and processes; evaluates and verifies EOPS/CARE applications; recommends CARE award packages; and processes notifications and eligibility letters to applicants; responsible for performing administrative duties for the EOPS/CARE programs; evaluates and determines student eligibility for CARE Grants.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides information to prospective and current students, and to faculty and staff regarding EOPS/CARE eligibility and resources available to support students in meeting their educational goals; may assist with outreach and/or presentations.
2. Performs support duties for CARE student success and support programs; troubleshoots and resolves issues; updates and maintains student records.
3. Evaluates and processes applications, fee waivers and supporting documents for accuracy, clarity and completeness according to State rules and regulations in order to determine basic eligibility.
4. Verifies financial and educational information reported on applications.
5. Recommends CARE award packages of State SB164 categorical funds.
6. Processes tracking and eligibility letters.
7. Maintains student information in databases; verifies data and prepares reports for internal and external use.
8. Resolves intake issues.
9. Monitors student academic progress for continued eligibility.
10. Serves as a liaison between EOPS/CARE students and the SRJC Children's Center.
11. Serves as a resource for CARE information to students, staff, District departments, and the community.
12. Assists in developing and monitoring the CARE budget.
13. Represents the District at meetings, conferences and trainings.
14. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA) and Deferred Action for Childhood Arrivals (DACA) regulations.

KEY DUTIES AND RESPONSIBILITIES – Continued

15. May assist in maintenance of department web pages and online resources related to EOPS and CARE; collaborates with Information Technology staff to assist with MIS Data reporting related to student success.
16. May lead the work of other Classified staff in the area.
17. May supervise and train student and short-term, non-continuing (STNC) employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Analyze the financial needs of students to determine their EOPS eligibility; provide accurate and clear information to students; prepare reports, correspondence and statistical records and maintain confidential information; provide effective customer service; communicate effectively in English maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Issues relating to students from traditionally underrepresented backgrounds; federal, state and local laws and regulations governing funded programs, including EOPS and CARE; event planning; standard office productivity software and specialized systems.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Associate's degree.

Experience:

Increasingly responsible (2-4 years of full-time equivalent) experience working with students from traditionally underrepresented backgrounds.