



**JULY 2009**  
**FLSA: EXEMPT**

## **EXTENDED OPPORTUNITY PROGRAM AND SERVICES COORDINATOR**

### **DEFINITION**

Under general direction, performs specialized duties related to the operation of the Extended Opportunity Program and Services (EOP&S) function of the District; interview, advise, and assist students enrolled in the program; monitor accountability systems; provide information to students and District staff regarding EOP&S programs and services; provides assistance for a wide variety of assignments related to the development and implementation of program-related projects and services; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director of EOP&S/CARE. May exercise technical or functional direction over lower-level staff and student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for specialized assistance with program development, implementation, and outreach tasks. Incumbents perform the most complex, specialized, and responsible types of duties assigned, exercising a high level of independent judgment and initiative. Incumbents may provide functional and technical direction to student workers as a regular part of their work routine and are required to be fully trained in all procedures related to the assigned functional area.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs, identifies resource needs; recommends and assists in the implementation of policies and procedures, including standard operating procedures for assigned programs and facilities.
- Attends and participates in program-related community activities and professional conferences and meetings concerned with the development and implementation of EOP&S programs and/or projects.
- Plans and organizes outreach activities targeting students eligible for special assistance and/or services.
- Conducts orientations and workshops on topics related to assigned program.
- Performs eligibility review of EOP&S/CARE applicants according to Title V guidelines, including providing program pre-assessments and follow-up assessments for continuing and new students, monitoring satisfactory academic progress by EOP&S/CARE students, including evaluation of grades and units completed and identifying ineligible students and cancel awards.
- Coordinates EOP&S program award activities with departments such as the Financial Aid Office, Transfer Center, Admissions, etc. to provide special assistance to EOP&S students; awards and

- packages EOP&S students according to legal requirements and State and federal regulations; monitors EOP&S student award amounts.
- Develops and conducts in-service training for assigned program personnel.
  - Gathers and analyzes a variety of data related to the needs, interests, and cultural, educational, and social backgrounds of students and makes recommendations based on these analyses.
  - Prepares news releases, brochures, bulletins, and public service announcements to promote programs.
  - Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area and prepares reports for management.
  - Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
  - Provides information to the public or District staff that requires the use of judgment and the interpretation of rules or procedures; meets with the public or District staff to obtain data, interpret information, and answer questions; prepares correspondence independently to answer questions, request information, or provide explanations.
  - Coordinates special projects as assigned.
  - Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other assignment-specific equipment; may perform basic maintenance and troubleshooting on assigned equipment.
  - Maintains accurate records of work performed.
  - May participate and assist in the administration of the assigned office; may organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
  - Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, implementing, and maintaining a variety of activities and programs.
- Educational, cultural, age-specific, and social needs of the community.
- Applicable codes, regulations, policies, technical processes, and procedures related to the program to which assigned.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Recordkeeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

### **Ability to:**

- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Coordinate assigned program operations and activities, including outreach activities, brochures, reports, and other related program materials.

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in social science, education, public administration, or a related field, and two (2) years of increasingly responsible experience related to the duties of the assigned program.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.