



Position: EOPS/CARE Technician	Position Number:
Department/Site: Student Affairs	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 18

BASIC FUNCTION:

Under the direction of the Director of Student Affairs or other assigned administrator, performs a variety of technical duties necessary to serve the students enrolled in EOPS (Extended Opportunity Programs & Services), the CARE (Cooperative Agencies and Resources to Education) Program, and CalWORKS to assist in the transition from welfare to independence.

REPRESENTATIVE DUTIES:

- Coordinate with on-campus and off-campus programs to assist students in the transition from welfare to independence.
- Monitor EOPS and CARE student progress toward educational goals (AA degree, transfer, job out, etc.)
- Prepare and maintain reports, files, records, and correspondence related to programs.
- Verify annual eligibility of currently enrolled students to continue in the programs.
- Provide an overview of the programs to interested students and assist students in applying for the programs.
- Meet with students individually to review applications for accuracy, and assist students in applying for financial aid.
- Coordinate and assist program counselors with orientations; arrange facilities and speakers from on campus and off-campus programs, agencies, and referral service.
- Coordinate meal vouchers for CARE students in the Hartnell Cafeteria.
- Schedule and make personal visits to the department of Social Services and One-Stop Career Center for the purpose of recruiting.
- Review student files to assure current and accurate information.
- Refer participating students to workshops, programs, and other resources.
- Answer incoming calls, schedule counseling appointments, and prepare mass mailings.
- Establish and maintain effective and positive relationships with faculty and staff.
- Work collaboratively with Hartnell College departments.
- Operate a computer, assigned software, and other office equipment.
- Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office methods, practices & procedures
- Hartnell College services and procedures
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Applicable computer operation and software.
- Record-keeping techniques.

ABILITY TO:

- Learn, understand and interpret EOPS/CARE/CalWORKS regulations and reporting requirements.
- Interpret and explain rules, regulations, procedures, policies, and services to student participants.
- Operate a computer to enter data, maintain records, and generate reports.
- Work with and be sensitive to EOPS/CARE/CalWORKS students regarding their issues, needs, and goals.
- Understand and carry out written and oral instructions.
- Relate tactfully and courteously with program participants and the public.
- Perform a variety of clerical duties involving typing, filing, and maintaining records or reports in support of program.
- Develop and maintain cooperative and effective working relationships with those contacted in the performance of duties.
- Communicate effectively both orally and in writing.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Type at an acceptable rate of speed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of clerical experience involving frequent public contact and computer operation.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Bending at the waist or kneeling and reaching to file and retrieve records.

Lifting, carrying, pushing or pulling moderately heavy objects.