

Position:	EOPS/CARE & CalWORKS Technician	Position Control:	
Department:	Student Services	Position Class:	Student Support Non-Classroom
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	EOPS/CARE & CalWORKS Coordinator	Salary Range:	20
Next Level Supervisor:	--	Hrs. per week:	40
Educ. Admin.:	Dean of Student Success	Mos. per year:	12
Date Established:	2017-2018	FLSA Exemption Status:	Non-Exempt

DEFINITION

Under general supervision, performs a variety of specialized clerical duties in support of the CalWORKS program; supervise the EOPS/CARE & CalWORKs Peer Mentors and delegate responsibilities; assists students through the process and with eligibility requirements. Perform related duties as required.

CLASS CHARACTERISTICS

Employees in this class are responsible for providing assistance to students and the Student Services staff. As well as working with students, staff, parents and regulatory agencies.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in this class, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Prepare and complete EOPS/CARE & CalWORKS documents, verify enrollment information, interview and inform students concerning eligibility.

Maintain current knowledge of state programs regarding changes in eligibility requirements, application procedures and other related topics.

Attend meetings, workshops and conferences.

Coordinate communication and activities with the Department of Human Services.

Prepare and maintain a variety of records, files and reports related to student and EOPS/CARE & CalWORKS activities.

Operate a variety of office equipment.

Assist in planning, organizing, developing and coordinating meetings and social functions.

Record and manage student files, grade records and work study placement.

Provide monthly student progress reports to the Department of Human Services per the CalWORKs county contract.

REPRESENTATIVE DUTIES, continued

Interprets and orally explains EOPS/CARE & CalWORKs information to students, community agencies, faculty, staff and the general public.

Distribute and collect work-study placement supervisory evaluations.

Develops and provides complete and current written information to EOPS/CARE & CalWORKs students, application procedures and eligibility criteria.

Update and maintain the EOPS/CARE & CalWORKs website and Comevo page.

Prepare, monitor and control expenditures with all four budgets, which will include contract with Kern County Department of Human Services, Work-Study contract requirements and review these functions with the Coordinator.

Collect and input MIS data and program effectiveness measures using software such as Banner, Cognos, SARS, Degree Works, Excel and Laserfiche.

Receive and relay telephone calls as directed and schedules appointments as needed.

Make referrals to on campus and off campus resources.

Check the quality of work-study timesheets and ensure they are free from error according to California labor laws.

Create and manage invoices for billing to Department of Human Services.

Manage inventory of office and student supplies.

Manage/maintain student worker hires, training, termination, timesheets and evaluations as needed.

Attend unit meetings at the Department of Human Services offices in Taft or Bakersfield.

Performs a variety of specialized clerical duties.

Perform other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience

An applicant can meet minimum qualifications in one of two ways as listed below:

- (1) High school diploma or equivalent and four (4) years of clerical experience using modern office technology including proficiency with database, spreadsheet and word processing software such as Microsoft Access, Excel and Word
- (2) Associate Degree or equivalent and two (2) years of clerical experience using modern office technology including proficiency with database, spreadsheet and word processing software such as Microsoft Access, Excel and Word

Desirable Qualifications

Bilingual: Spanish/English.

Experience in public education.

Experience working with SCT Banner

State and Federal reporting experience.

Qualifying related work experience may include, verifying documents to determine eligibility, conducting needs assessments; making referrals for services on-campus; interviewing students and providing program information.

Personal

Ability and desire to establish and maintain cooperative working relationships with those contacted in the performance of duties.

Willingness to assist students and promote good relationships.

Ability to demonstrate fairness and patience in the performance of duties.

Ability to use tact and good judgment regarding interactions with students.

Dependable in attendance and punctuality.

Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.

Flexible in assuming other assignments as the need arises.

Knowledge of

Ability to plan and organize complex work assignments.

Ability to establish and maintain cooperative working relationships with those contacted in the performance of duties.

Detail oriented.

Be a team player in a busy educational environment with an emphasis on student success and public service.

Correct English grammar, spelling, punctuation and vocabulary.

Computer applications and programs such as Word, Excel, e-mail and internet browsers.

Organizational and prioritization skills.

Clerical and office skills.

Accurate recordkeeping operations and guidelines.

Ability to

Learn complex and changing state and federal regulations and procedures.

Be efficient and well organized.

Work independently.

Keep accurate and detailed records.

Meet the public, students and staff members cordially and effectively.

Enter and retrieve computer information.

Keep files current, accurate and in order.

Maintain confidentiality.

Interpret and explain CalWORKS processes, rules and eligibility requirements.

Enter and retrieve computer information accurately.

Use a computer database and interpret computer data.

Analyze and comply with requested data, reports and fiscal operations.

WORKING CONDITIONS

Physical Requirements

1. Ability to work at a desk, conference table, or in meetings of various configurations.
2. Ability to stand and circulate for extended periods of time.
3. Ability to see for purposes of reading laws, codes, rules, policies and other printed materials.
4. Ability to hear and understand speech at normal levels.
5. Ability to communicate so others will be able to clearly understand a normal conversation.
6. Ability to bend and twist and lift and carry 15 pounds.
7. Ability to reach in all directions.
8. Manual dexterity to handle or operate materials and equipment.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

ENVIRONMENT

A community college campus with an emphasis on student success. Work is generally performed in a busy office environment.

SUPERVISION

Supervision is received from the EOPS/CARE & CalWORKs Coordinator and the Vice President of Student Services. This position has supervisory responsibilities over EOPS/CARE & CalWORKs Peer Mentors. May take or give work direction on projects as assigned.

PAY RANGE

Range 20 on the Classified Employees Salary Schedule/Non-Exempt.

DISCLAIMER

This program is categorically funded and continued employment is dependent upon adequate funding.