

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: EOPS/CARE Specialist

BASIC FUNCTION: Under the direction of the Area Manager, provides specialized support and administrative assistance with EOPS services to students and assists with the coordination of the CARE program.

PROVIDES WORK OR LEAD DIRECTION TO: Short-term and student employees.

REPRESENTATIVE DUTIES:

1. Organizes and assists with the daily operations of the EOPS/CARE Office based on accurate interpretation of the program's regulations, policies, and procedures.
2. Enters and maintains EOPS/CARE student data using multiple software platforms (Datatel, Microsoft Office Suite, and SARS) to develop internal (campus-level) and external reports as required by the state Chancellor's Office for MIS purposes.
3. Participates in planning and organizing program orientations, workshops, and activities.
4. Coordinates CARE workshops and activities.
5. Serves as primary contact for CARE students.
6. Communicates regularly with on- and off-campus departments and agencies that serve EOPS/CARE eligible populations.
7. Develops and disseminates program newsletter and publication materials.
8. Assists with hiring, training, and leading to student and short-term employees.
9. Assists with the EOPS/CARE application process to determine student eligibility for admission to the program(s).
10. Provides information and answers complex questions from students, faculty, staff, and the general public regarding EOPS/CARE as well as district/college programs, policies and procedures.
11. Schedules, arranges, and confirms appointments, meetings and conferences.
12. Maintains a variety of complex files, budget records; records expenditures, transfers funds, and maintains current account balances for the office.
13. Tracks monthly department staff, faculty, and student/short-term worker timesheets.
14. Assists in administering surveys and other assessment measures and compiling results.
15. Orders, inventories, stores, and issues department/program supplies.
16. Participates in District-provided in-service training programs.
17. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
18. Performs other duties, related to the position, as assigned.

EDUCATION: Possession of an associate's degree from an accredited college is required.

EXPERIENCE: Experience working with students from underrepresented, first-generation college backgrounds, maintaining student databases, and collaborating with financial aid, counseling, tutoring, DSP&S, and admissions offices is required.

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LICENSES/CERTIFICATIONS REQUIRED: None

KNOWLEDGE OF: Title 5 Regulations for EOPS/CARE, student financial assistant programs, and Norco College and RCCD academic policies, rules, and regulations.

ABILITY TO: Interpret and explain polices, rules, and regulations; prepare and edit reports and other documents; compose written correspondences independently; compile and maintain accurate and complete records; establish and maintain an effective working relationship with students, staff, faculty, and members of the community; demonstrate excellent communication interpersonal skills; and effectively manage administrative tasks in an office setting.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students (E.C. 87360a).

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the needs to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.