

DESERT COMMUNITY COLLEGE DISTRICT

EOPS/CARE TECHNICIAN

BASIC FUNCTION

Under the direction of the Coordinator, provide specialized clerical support requiring a broad knowledge of the program or functional areas in the EOPS/CARE Department; provide a wide variety of reference and resource information related to assigned function or program.

DISTINGUISHING CHARACTERISTICS

The \EOPS/CARE Technician provides specialized clerical support requiring a broad knowledge of the program or functional areas. Incumbents are typically assigned to be the clerical support of an entire office or functional area where use of independent judgment requires related specialized training and experience within the function. The EOPS/CARE Technician performs general and routine clerical duties in accordance with clearly defined instructions or established office procedures. Due to the high volume of students whose first language is Spanish, a work related requirement of bilingual Spanish/English is necessary in order to successfully perform the job duties.

REPRESENTATIVE DUTIES

1. Plan, schedule and perform a wide variety of specialized clerical support duties related to an assigned program or functional area. *E*
2. Prioritize and coordinate office activities to assure time lines are met; develop schedules, type and process documents, coordinate communications and disseminate information. *E*
3. Provide reference and resource information for an assigned program or functional area; read, interpret, apply and explain policies, procedures, rules and activities in conducting transactions with District personnel and the public. *E*
4. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract or summarize data. *E*
5. Review and summarize data and prepare special and periodic reports related to an assigned program or function including State and federally mandated reports; verify accuracy, completeness and compliance to rules, procedures, regulations, policies and other mandates. *E*
6. Establish and maintain filing systems on a variety of subjects; assemble, post and file data in specialized records. *E*
7. Register students for assigned programs and receive and process fees as assigned; establish, organize and maintain student records and files including attendance records. *E*
8. Prepare a wide variety of materials from various rough drafts or oral instructions; compose correspondence and memos and distribute as appropriate. *E*
9. Review documents for accuracy, completeness and conformance to established procedures and standards. *E*
10. Initiate and receive communication from District departments and personnel, community and State agencies and organizations, public schools and vendors as required. *E*
11. Receive complaints, resolve issues or refer to appropriate personnel according to established guidelines. *E*
12. Receive, open and distribute mail. *E*
13. Operate a computer, utilizing a wide variety of related software as assigned. *E*

14. Operate a variety of office machines and equipment including typewriter, copiers, calculators and other equipment specific to assigned area. *E*
15. Greet students, visitors and others, and provide information and assistance regarding programs, procedures and activities of assigned function or area; provide forms and assistance in their completion as appropriate. *E*
16. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Basic knowledge of goals and objectives of assigned office or functional area; standard office procedures and organizational skills; operation of standard office machines and equipment; including a computer and applicable software including work processing, spreadsheets and email; modern office practices, procedures and equipment; record-keeping techniques; telephone techniques and etiquette; correct English and Spanish usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy.

Ability to: Provide specialized clerical support requiring a broad knowledge of an assigned program or functional area; remain current and apply and explain policies, procedures and activities related to an assigned program or function; perform a variety of clerical duties involving independent judgment in the interpretation, application or modification of existing procedures; operate a variety of office machines and equipment including a computer and related software including work processing, spreadsheets and email, typewriter, calculator, and copier as required; complete assignments with minimal supervision; demonstrate sound judgment in the application and interpretation of existing methods and procedures; establish and maintain cooperative and effective working relationships with others; maintain records and prepare reports; understand and follow oral and written directions; communicate effectively verbally and in writing in English and Spanish; provide sole clerical support of an entire office or functional area.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and two years of clerical experience in a related office or program and involving the operation of a computer and related software and the ability to communicate effectively both verbally and in writing in English and Spanish.

WORKING CONDITIONS

Environment: Office environment.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

Range 7

11/05