

POSITION DESCRIPTION

Outreach Specialist

Position Outreach Specialist
Department/Site.....
FLSA..... Non-Exempt
Evaluated by Outreach Supervisor
Salary Range 38

Summary

Promotes the enrollment and retention of disadvantaged students into the District. Plans, coordinates, and implements programs and activities that reach out to potential students using techniques such as speaking to community groups, organizing programs and events to enhance school readiness, and making direct contact with potential students.

Essential Duties and Responsibilities

- Researches, receives referrals, and otherwise identifies potential candidates for the programs.
- Initiates communications with identified target individuals and populations to encourage “at-risk” and/or “non-traditional” prospective college students to apply for the CalWORKs program (and usually EOPS/CARE).
- Schedules, coordinates, and presents information to individuals and/or groups to provide general college information and specific program information, including eligibility requirements, to prospective students at local area high schools, community organizations, on-campus events, and other locations.
- Provides information about general admissions, assessment, and matriculation procedures. Verifies class enrollment status, and researches and resolve problems.
- Assists prospective students with completion of program, and District application forms, fee waivers, and federal financial aid forms.
- Evaluates student application forms for program eligibility for inclusion within program regulations and guidelines and College policies and procedures.
- Coordinates and distributes periodic student progress reports for compliance with regulations and District policies.
- Distributes progress reports to instructors, evaluates instructor responses, records student progress, and schedules interventions and/or appointments for students with unsatisfactory progress.
- Creates and publishes periodic bulletins, flyers, newsletters, certificates, and awards. Writes articles for newsletters. Assists in coordinating honors and awards ceremonies.
- Informs childcare providers of reimbursement processes and policies and procedures within the program for childcare.
- Calculates reimbursement expenses for payments to childcare providers, including campus based and center-based programs, family childcare homes, and/or licensed exempt care providers.
- Establishes and maintains student files, continually reviewing content for compliance with District and program policies.
- Responds to questions regarding academic regulations.
- Prepares various, interpret annual report directives and procedures to schedule reporting.

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- Creates and distributes informational materials for the programs.
- Creates and maintains departmental reference guides and manuals.
- Maintains and monitors budgets in compliance with District and State policies and procedures.
- Maintains files and audit trails of financial processes. Assists with budget proposals.
- May train, assign, prioritize, and review work of student and temporary help.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- Knowledge and Skills

- Requires working knowledge of state-funded programs and resources encompassing socially and economically disadvantaged students.
- Requires a working knowledge of higher education certificate and degree requirements that can accommodate disadvantaged students.
- Requires a working knowledge of Title V, EOPS, Care, CalWORKS and other state program regulations.
- Requires knowledge of the social and cultural programs that can enhance student retention.
- Requires a working knowledge of funding sources and requirements, as well as the services that may be available to students from other agencies.
- Requires sufficient human relations skill to convey technical concepts to students, exercise patience, and make presentations secondary schools and outside agencies.
- Requires sufficient language and writing skills to prepare reports and correspondence.
- Requires working knowledge of common office productivity software such as student databases, word processing, spreadsheets, and presentation graphics.
- Requires math skills sufficient to maintain financial and statistical records.

- Abilities

- Requires the ability to carry out all aspects of the position.
- Requires the ability to learn federal and state EOPS, CARE, and CALWORKS regulations and eligibility guidelines.
- Requires the ability to implement programs and services that enhance disadvantaged student recruitment, admission, retention, and success.
- Requires the ability to demonstrate sensitivity to a diverse population of individuals.
- Requires the ability to determine student eligibility to participate in special-funded programs by interpreting rules and regulations.
- May require the ability to perform work assignments at all District locations and off-campus settings.

Physical Abilities

- Incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature.
- Requires ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to various campus locations. Requires the ability to use near vision to read printed materials.
- Requires auditory ability to carry on conversations in person and over the phone.
- Requires the ability to retrieve work materials from overhead, waist, and ground level files.

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- Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

Education and Experience

- An associate degree, or the completion of at least sixty (60) college-level semester units, and three years of college outreach experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, five years of college outreach experience

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.