

Yuba College
EOPS/CARE Program
Student Office Worker Job Description



Basic Function:

Under the general guidance, direction and supervision of the EOPS/CARE Supervisor and with close direction from EOPS staff, the Student Office Worker will provide support and direction to EOPS students through office work and serve as a source of information and support to students.

Distinguishing Characteristics:

Possess a sincere commitment to serve as a role model for disadvantaged college students and reinforce as effective linkage between the program and students.

Responsibilities:

- ❖ Attend all mandatory training sessions and meetings;
- ❖ Dependability, i.e. show up on time for each shift and adhere to scheduled work hours;
- ❖ Check-in with EOPS staff on a daily basis on work assignments;
- ❖ Listen to directions;
- ❖ Contact students via telephone and mail with regards to scheduling student appointments;
- ❖ Answer general questions about Yuba College, Financial Aid, and other support programs on campus;
- ❖ Create a welcoming positive atmosphere in the EOPS/CARE Program front office;
- ❖ Meet weekly with an assigned EOPS staff member to provide feedback;
- ❖ Provide guidance, leadership and be a role model to all EOPS students;
- ❖ Assist in EOPS student recruitment and outreach;
- ❖ Duties as assigned, i.e. office coverage , filing and making telephone calls to students;
- ❖ Communicate effectively both verbally and in writing;
- ❖ Schedule appointments for Counseling, Specialists, Workshops and Field Trips;
- ❖ Maintain confidentiality.

Practice:

- ❖ Must be a student in the EOPS program for 1 year and in good standing.
- ❖ Cumulative 2.5 GPA and complete **all** attempted units in the Spring semester