

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: OUTREACH TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Outreach, participate in scheduling and coordinating Outreach Office services, activities, and operations; assist in planning, organizing, coordinating, and implementing special events; recruit prospective students to the college and provide specialized assistance in student services areas including Admissions and Records, Counseling Services, Registration, Assessment, Financial Aid, Extended Opportunity Programs and Services, Summer Readiness, and Math Summer Bridge Program.

REPRESENTATIVE DUTIES:

Participate in scheduling and coordinating Outreach Office services, activities, operations, and special events; coordinate clerical and other office needs; prioritize, coordinate, and oversee office activities and workflow to assure timelines are met; develop schedules. *E*

Assist in selecting and hiring student workers; train and provide work direction to assigned staff; review work for completeness; prepare time sheets. *E*

Provide information and assistance to students in person and on the telephone regarding admissions and records programs and requirements including residency, financial aid programs, counseling services, placement tests, grants, and other services; explain applications, policies, procedures, requirements, and restrictions. *E*

Instruct students in correct procedures for completion of forms and applications; review completed forms for accuracy and completeness; follow up on incomplete applications; process various applications and forms. *E*

Determine eligibility for a variety of programs including Board of Governors Waiver, Extended Opportunity Programs and Services, Summer Readiness, and Math Summer Bridge Program; prepare and transmit correspondence notifying students of status and need for additional information; request transcripts; process applications according to established procedures and determine eligibility. *E*

Determine residency status of student applications in accordance with State residency rules, regulations, and requirements as well as admission rules, regulations, and requirements for international and non-resident students and immigration laws; review documents, verifications, and other materials as required to verify residency status. *E*

Prepare, type, and process correspondence, newsletters, and other documents; coordinate communication and dissemination of information; file documents including confidential records; maintain files. *E*

Implement and maintain student tracking systems; compile and prepare statistical and monthly reports related to enrollment and outreach activities; verify information for accuracy and completeness. *E*

Conduct and attend various college and career fairs to present information on campus programs and services; invite community colleges, universities, private institute, and military representatives to Fall and Spring SOSC college fair. *E*

Outreach Technician - Continued

Prepare and deliver oral presentations at the junior, middle, and senior high schools, adult schools, and other agencies within the District. *E*

Set up tables and displays at various locations in the community with information regarding the college. *E*

Conduct campus tours; prepare programs and schedule classrooms; set-up posters; sign-in and delegate tasks student workers. *E*

Assure proper distribution of brochures, pamphlets, and other promotional materials to area high schools and designated locations in the community. *E*

Assist Director with high school courses including instructional activities; receive and process applications and register students. *E*

Maintain current knowledge of SUHSD policies; review college curriculum, rules, regulations, and guidelines applicable to assigned areas; attend meetings and seminars related to current legislation and procedures. *E*

Coordinate with Admissions, Assessment, and Counseling Center to organize and oversee the process of early admissions; ensure adequate supply of materials at locations; maintain yearly calendar for early admissions. *E*

Assist in ordering and record keeping of various supplies as requested.

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Outreach programs, services, and activities.

College admissions, registration, residency, and financial aid requirements.

Federal and State financial assistance programs.

Pertinent State, Federal, and program policies, rules, and regulations as well as forms and applications.

College recruitment techniques.

Local community service agencies, high schools, and businesses.

Principles and procedures of record keeping.

Oral and written communication skills.

District organization, operations, policies, and objectives.

Principals and practices of supervision and training.

Modern office procedures, methods, and equipment including computers and applicable software.

English usage, spelling, grammar, and punctuation.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Learn, interpret, apply, and explain applicable rules, regulations, policies, and procedures regarding assigned Student Services areas.

Provide specialized clerical and technical support for the assigned office and functional area.

Train and provide work direction to others.

Make presentations before groups of students and conduct campus tours.

Operate a variety of office equipment including a computer.

Outreach Technician - Continued

Type at rate of speed necessary for successful job performance.

Make simple arithmetic calculations.

Compile and maintain accurate and complete records and files.

Independently compose correspondence.

Prepare newsletters and reports.

Work independently in the absence of supervision.

Plan and organize work to meet schedules and deadlines.

Work weekends and evenings.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work; four years experience in a broad range of student services functions.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license and a safe driving record.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Driving a vehicle to conduct work.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.

Sitting or standing for extended periods of time.

Dexterity of hands and fingers to operate office equipment.

Seeing to read and verify accuracy of data.

Walking to conduct campus tours.

Moderate lifting.

Revised: November, 2000

Johnson & Associates

Approved by the Governing Board on December 13, 2000.