

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Community Engagement Specialist

**Department:** WIN/CalWORKS

**Location:** Evergreen Valley College

**Date:** 8/27/14

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**POSITION PURPOSE**

Under the direction of the WIN/CalWORKS Program Director, this individual will coordinate a large number of student engagement activities to enhance students' understanding of the community, state, and federal resources available to them. The position will be responsible for thoroughly understanding and providing resources for students regarding a vast array of community resources. Position duties range from meeting with community programs, explaining community resources to students, to producing handouts and marketing materials.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Conduct extensive community outreach and communicate available resources to students.
2. Assist students with highly detailed situations including direct referrals and assistance such as: Federal programs, State programs, County programs, legal resources, housing, transportation, clothing, social services, and community based organizations.
3. Provide public presentations to general public, student groups, and community-based organizations in order to expand and maintain a community network.
4. Produce and disseminate communication materials.
5. Utilize social media outlets to update student information and outreach.
6. Coordinate and implement program activities.
7. Plan and organize program orientations and events.
8. Attend a variety of program-related functional meetings on and off-campus.
9. Coordinate general front office activities including referring students to appropriate locations, answering the phones, assisting in preparing reports and program correspondence.
10. Collect and assemble statistical data regarding program activities and achievements.
11. Maintain program accounts and perform regular bookkeeping activities.
12. Provide general administrative support to the program.
13. Learn and follow program policies and procedures.
14. Perform other related duties as assigned.

**Knowledge of:**

1. Basic operations, services and activities of assigned program.

2. Pertinent federal, State and local laws, as specified by the program and student population served.
3. Recent developments, current literature and information related to program.
4. Organization, time management and standard office procedures.
5. The use of the English language for editing and composing written communications, spelling, grammar and punctuation.
6. Training, planning and directing work of other employees or students.

**Skills and Ability to:**

1. Speak and write clearly in English, and communicate effectively before diverse audiences.
2. Complete, assist, and provide students help with Federal, State, County, social service, community resources, and educational resource paperwork.
3. Establish and maintain cooperative and effective working relationships.
4. Interact with students positively to gain trust and cooperation.
5. Understand office administrative practices and tools including: websites, social media such as twitter, and other office applications.
6. Determine work priorities and the ability to work independently and follow through on tasks
7. Work with attention to detail and independently with minimum supervision.

**Experience and Education:**

1. Associate degree, or any coursework, training, or education equivalent to an Associate degree.
2. Two years of service related work experience.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**WORKING CONDITIONS**

1. Typical office environment.

Board Approved: 8/26/14

Drafted: 5/13/14

Salary Range: 89

EEO Category: 2B3 – Technical/Paraprofessional